

**FORTEMEDCARE CONTACT FORM
CLARIFICATION TEXT**

Data Controller : Akademi Turizm ve Organizasyon Ticaret A.Ş. (“**ForteMedcare**”)
Address : Reşitpaşa Mahallesi Posta Yolu Caddesi No: 5 Sarıyer / İstanbul

ForteMedcare, has the title of Data Controller within the scope of the Law on the Protection of Personal Data No. 6698 (“KVKK”) and other relevant regulations, and you, as a real person, are considered and defined as the Data Subject. As the Data Controller, we would like to inform you about the processing of your data as we have an obligation to inform you in accordance with Article 10 of KVKK that we process your personal data set forth below in accordance with the general principles of Article 4 of KVKK, that we attach importance to the security of the personal data belonging to the Data Subject.

I. PROCESSED PERSONAL DATA

Your personal data regarding identity, contact, customer transaction and transaction security, which you share via the contact form on our website, may be processed by our company for relevant persons to benefit from the services offered, limited to the following below. In this context, the processing purposes, legal grounds, collection method and transfer of your personal data, which are necessary for you to make the best use of medical tourism services, and obtained for this purpose are stated below:

II. PROCESSING PURPOSES, LEGAL GROUNDS, and COLLECTION METHODS for PERSONAL DATA

IDENTITY (Name Surname)		
Processing Purpose	Legal Ground	Collection
Processed within the scope of: <ul style="list-style-type: none">• Execution of Activities in Accordance with the Legislation,• Execution of Customer Relations Management Processes,• Execution of Request/Complaint Management Processes,• Execution of Product/Service Sale Processes, for the purposes of; in case of contacting you, verifying your identity, personally addressing you, arranging all records and documents that will be the basis for the transaction in electronic (internet/mobile etc.) or hardcopy medium, and conveying solutions and answers to the complaints, suggestions, questions and requests collected regarding the services provided to you.	Processing of personal data of you as a party of the contract is necessary, provided that it is directly related to the establishment or performance of the contract and data processing is necessary for the establishment, exercise or protection of any right.	Collected automatically via online electronic forms.

CONTACT (E-Mail, Phone Number)		
Processing Purpose	Legal Ground	Collection
Processed within the scope of: <ul style="list-style-type: none">• Execution of Communication Activities,• Execution of Customer Relations Management Processes,• Execution of Request/Complaint Management Processes,• Execution of Pre-Sale Processes, for the purposes of; contacting you, arranging all records and documents that will be the basis for the transaction in electronic (internet/mobile etc.) or hardcopy medium, and conveying solutions and answers to the complaints, suggestions, questions and requests collected regarding the services provided to you.	Processing of personal data of you as a party of the contract is necessary, provided that it is directly related to the establishment or performance of the contract and data processing is necessary for the establishment, exercise or protection of any right.	Collected automatically via online electronic forms.

CUSTOMER TRANSACTION (Subject/Request/Complaint)		
Processing Purpose	Legal Ground	Collection
<ul style="list-style-type: none"> • Execution of Request/Complaint Management Processes, for the purposes of; Your data is processed for the purposes of; resolving or responding to the topics, complaints, suggestions, questions or requests conveyed by the Data Subject, and mediating the establishment of your relationship with the medical facilities you want to receive service from. 	<ul style="list-style-type: none"> - Processing of personal data of the parties of a contract is necessary, provided that it is directly related to the establishment or performance of the contract. - Data processing is necessary for the establishment, exercise or protection of any right. 	Collected automatically via online electronic forms.

TRANSACTION SECURITY (IP Address, Internet Login Logout Info, Browser Info, Access Status, Operating System Name and Version)		
Processing Purpose	Legal Ground	Collection
<ul style="list-style-type: none"> • Execution of Activities in Accordance with the Legislation, • Execution of Customer Relations Management Processes, • Execution of Information Security Processes 	<ul style="list-style-type: none"> - It is expressly provided for by the laws. - Processing of data is necessary for the legitimate interests pursued by the data controller, provided that this processing shall not violate the fundamental rights and freedoms of you as the data subject. 	Collected automatically via electronic systems and online electronic forms.

III. STORAGE OF PERSONAL DATA

Your Personal Data will be processed for a period of time in accordance with the Data Controller's Storage and Destruction Policy within the scope of the legal exceptions stated under the 2nd paragraph of Article 5 of KVKK and will be preserved for a limited period of time. In the event the legal grounds requiring data processing no longer apply, your data will be deleted, destroyed or anonymized ex officio or upon your request.

IV. TRANSFER OF PERSONAL DATA

From the moment you request our services, some of your personal data will be processed for the purpose of contacting you within the scope of the performance of the service and may be shared with our suppliers and authorized public institutions and organizations, when necessary, in order to fulfill our legal and contractual obligations.

Your identity and contact data that you communicate through contact forms may be transferred abroad, based on your explicit consent for the use of messaging and chat applications of which servers are located abroad, in order to carry out the performance of services provided by our company. In case you do not wish to conduct meetings through such applications, you will be contacted by phone call or e-mail; and you can continue our communication by dialing +90 212 284 8333 or contact us via e-mail.

V. SETTING COMMUNICATION PREFERENCES

In order to provide you with a quality service, we may contact you by various methods such as e-mail, phone call, SMS or Whatsapp. In order for us to contact you, we kindly ask you to choose your preferred method. You can always change your communication preferences.

a- Whatsapp

Within the scope of our Data Security Policy, there are some risks in using Whatsapp as a communication tool, as Whatsapp Inc, whose servers are located abroad, does not provide special services to us, and we do not have options such as checking their data security policies. However, if you want the service provided to you to progress quickly

and in line with your communication preferences, Whatsapp will be used in line with your request and only with obtaining your **Explicit Consent**.

Contacting via Whatsapp Application	Check whether the latest version of the Whatsapp application is installed on your phone, whether your mobile device is connected to another device when communicating with the authorized personnel of our institution, whether your Whatsapp number belongs to you and your privacy settings. Your medical data is a special category of personal data and do not share your special category of personal data with us without our instructions and your consent.
Profile verification and redirecting to another platform for privacy text/ explicit consent in Whatsapp	Whatsapp application is used in line with your communication preference in order to initially contact you and for you to reach us quickly. After the first communication, our "Privacy Policy" will be sent to you in order to process your data. After reading the Privacy Policy, your explicit consent text will be shared with you, and your approval will be obtained so that you can share images on Whatsapp with us. If we do not have your approval, communication via Whatsapp will be terminated.
After the approval phase	Your medical images, health reports, blood type data, used medication data and all other health data you have sent via Whatsapp will be subject to a quick evaluation and after the preliminary information and decision process is completed, your data will be deleted from Whatsapp. Deletion rules are subject to Whatsapp privacy rules, and we do not take any precautions regarding security rules in that area. Your medical data will be destroyed if your appointment registration is canceled, or you decide to stop receiving services.
Withdrawal of Approval	Whatsapp may stop being your communication preference and you may opt out of communication via Whatsapp. After you inform us of this situation, you will not be contacted again via Whatsapp.

b- E-Mail

Corporate E-Mail	Concerning your special categories of personal data such as medical images or medical records, patient file, blood type that you want to send to us regarding the medical tourism service, firstly your identification will be verified, and our "Clarification Text" and "Explicit Consent" text will be submitted for your approval. Our express consent text is within the scope of your consent to the sharing of medical images via e-mail, since your communication preference will be e-mail. After the identity verification, your special categories of personal data that you have sent to us will only be viewed by our authorized personnel. After the evaluation process, you will be contacted via corporate e-mail and your registration for our services will be created upon your request. If you do not request the service, your data will be anonymized.
-------------------------	--

c- Phone Call

Call	If you want us to give you information by phone call with the medical tourism service, you should choose this method. However, in case you wish to receive services from us, you will need to send your information via e-mail or Whatsapp.
-------------	---

VI. YOUR RIGHTS REGARDING YOUR PERSONAL DATA

As the Data subject through applying to the Data Controller, your requests in Article 11 of KVKK which regulates the rights of the Data Subject, for your rights stipulated in Communiqué on the Principles and Procedures for the Request to Data Controller:

- By personally delivering your request with your wet-ink signature and a document certifying your identity to our Data Controller address,
- And submitting in writing or in accordance with other application procedures determined by the Board, your request will be concluded as soon as possible and within 30 (thirty) days at the latest, depending on the nature of your request.

Mailing Address	Reşitpaşa Mahallesi Posta Yolu Caddesi No: 5 Sarıyer / İstanbul
KEP (Registered Electronic Mail) Address	akademiturizm@hs03.kep.tr
E-Mail Address	info@fortemedcare.com or kvkk@fortemedcare.com

You can find detailed information on the subject in our Personal Data Processing and Protection Policy at www.fortemedcare.com.