

# PROTECTION AND PROCESSING OF PERSONAL DATA PATIENT PRIVACY NOTICE

Form

## 1. Data Controller

Your personal data is processed by Koç University Hospital, the institution of Koç University (“**Koç University Hospital**”) (“**Institution**”) as the data controller in accordance with the Personal Data Protection Law No. 6698 (“**Law**”) within the scope as specified below.

## 2. Purposes and Legal Basis of the Processing Personal Data

In accordance with the conditions for processing personal data specified under Articles 5 and 6 of the Law, your collected personal data shall be processed within the scope of conducting the necessary activities by our business units in order to provide you the products and services offered by our Institution and executing the related business processes for the following purposes (“**Purposes**”);

*Personal data concerning your health* can be processed within the scope of Article 6/3(e) of the Law by the persons subject to secrecy obligation for the purposes of medical diagnosis, conducting treatment and nursing services, planning and management of health-care services; *and your personal data* can be processed based on the legal basis regarding the 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 within the scope of the Article 5/2(c) of the Law for the following purposes:

- Evaluating the patient,
- Carrying out the inpatient or outpatient medical diagnosis treatment of the patient,
- Carrying out the processes regarding the conducting the patient care procedures and in this context, delivery of food and cleaning support services by the concerning parties,
- Carrying out surgery activities,
- Carrying out necessary medical tests and examinations and conducting relevant processes,
- Provision of medicines and relevant materials, carrying out the medicine preparation processes
- Carrying out communication activities,
- Provision of parking and valet services,
- Carrying out accommodation and transportation services,
- Ensuring management of the patient’s personal belongings and providing vehicle protection services,
- Carrying out the processes related to the provision and performance of the products and services offered by the Institution,
- Transmitting financial information to the e-mail address you stated during the registration,
- Carrying out laboratory, visualization, etc. processes within the scope of diagnosis and treatment activities carried out with regard to the patient
- Providing air ambulance, ambulance rental services.

*Personal data concerning your health* can be processed within the scope of Article 6/3(e) of the Law by the persons subject to secrecy obligation for the purposes of medical diagnosis, conducting treatment and nursing services, planning and management of health-care services; *and your personal data* can be processed based on the legal basis regarding the legitimate interests of the Institution within the scope of Article 5/2 (f) of the Law;

- Planning and conducting patient relations management processes,
- Carrying out information security processes,

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- Conducting audit and ethical activities,
- Planning and conducting internal processes within the Institution,
- Carrying out and supervising business operations to ensure the effective delivery of healthcare services,
- Conducting data analysis processes for the improvement of healthcare services,
- Carrying out administrative and management activities,
- Ensuring the physical security of premises,
- Carrying out access control activities,
- Carrying out promotional and informational activities,
- Conducting emergency management processes (also within the scope of Article 6/3(c) of the Law: where it is necessary for the protection of the life or physical integrity of the person or another, who is unable to express consent due to actual impossibility or whose consent is not legally valid),"
- Enabling the automatic generation of anamnesis reports within the scope of medical diagnosis and the provision of healthcare services, including medical examinations,
- Contacting the patient to receive and evaluate feedback on products and services offered by the Institution.

*Personal data concerning your health* can be processed within the scope of Article 6/3(e) of the Law by the persons subject to secrecy obligation for the purposes of medical diagnosis, conducting treatment and nursing services, planning and management of health-care services, within the scope of Article 6/3(d) of the Law the legal ground of necessity for the establishment, exercise or defense of a legal claim, and within the scope of Article 6/3(b) of the Law where explicitly stipulated by laws under; and your personal data can be processed based on the legal basis regarding the it is expressly provided for by the laws, within the scope of Article 5/2(a) of the Law; legal obligation of the Institution within the scope of Article 5/2(ç) of the Law and data processing is necessary for the establishment, exercise or protection of any right, within the scope of Article 5/2(e) of the Law;

- Receiving and evaluating the requests and complaints,
- Following-up and carrying out legal affairs,
- Carrying out the accounting and finance operations,
- Archiving/storing personal data concerning health and financial services provided in accordance with the legislation,
- Providing information to authorized persons, institutions, and organizations,
- Fulfilling official institution requests.

Based on your explicit consent, your identity, contact, and marketing data may be processed:

- Carrying out processes related to the sending of commercial electronic messages,

### 3. Recipient Parties and Purposes for Transferring Personal Data

Your collected personal data may be transferred in order to meet the Purposes stated above;

- To the Ministry of Health including its affiliated sub-units, and associated digital portals/platforms, the Social Security Institution, Courts and other Judicial authorities, Security General Directorate, General Directorate of Census, the Turkish Pharmacists' Association, the Turkish Medical Association, and legally authorized public institutions, including the Turkish Red Crescent, and legally authorized private entities, *based on the legal grounds that data processing it is expressly provided for by the laws, legal obligation*

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*of the Institution and data processing is necessary for the establishment, exercise or protection of any right (In terms of your health data, based on the legal grounds that data processing it is expressly provided for by the laws and it is necessary for the protection of public health, preventive medicine, medical diagnosis, treatment and care services, and for the planning, management and financing of health-care services by persons subject to legal obligation of confidentiality or by competent public institutions and organizations),*

- To our business partners with whom we cooperate for the provision of healthcare services, as well as with laboratories, medical centers, ambulance services, medical device and healthcare institutions, other Hospitals that are affiliated with the Vehbi Koç Foundation Healthcare Institutions and the Koç Healthcare brand via the Hospital Information Management System (HIMS), as well as to all its affiliates and group companies, *based on the legal grounds that regarding the 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, regarding the legitimate interests of the Institution (In terms of your health data, based on the legal grounds that it is necessary for the protection of public health, preventive medicine, medical diagnosis, treatment and care services, and for the planning, management and financing of health-care services by persons subject to legal obligation of confidentiality or by competent public institutions and organizations),*
- To our vendors with whom we cooperate for the provision of healthcare services, as well as with medical record archiving companies, digital health information management systems, courier companies, *based on the legal grounds that regarding the 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 the data subject (In terms of your health data, based on the legal grounds that it is necessary for the protection of public health, preventive medicine, medical diagnosis, treatment and care services, and for the planning, management and financing of health-care services by persons subject to legal obligation of confidentiality or by competent public institutions and organizations).*

Upon the existence of your explicit consent;

- Your concerning health data may be transferred; to the contracted private insurance company or the intermediary institution authorized by the private insurance company limited for the purpose of carrying out the provision and invoicing processes for the services you have received, ensuring that you benefit from private health insurance and requesting payment confirmation regarding your treatment costs.
- Your concerning health data may be transferred to the payment institution in cases where invoicing is to be issued to your employer or a contracted institution.
- Your concerning health data, your invoice and your identity data may be transferred to your relatives or third parties that you have specified upon your request and limited to this.

In accordance with Article 9 of the Law, your personal data may be transferred to the overseas service provider Microsoft Ireland Operations Limited for the purposes of conducting information security processes, managing access authorizations, carrying out communication activities, conducting and supervising business operations, executing contract processes, providing information to authorized persons, institutions and organizations, and managing administrative operations. Such transfer is carried out based on the existence of a Standard Contract announced by the Board, which includes provisions regarding data categories, purposes of data transfer, recipients and recipient groups, technical and organizational measures to be taken by the data recipient, and additional safeguards for the processing of special categories of personal data.

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## 4. Method of the Collection of Personal Data

Your personal data will be collected in order to meet the Purposes through our websites, mobile applications, Call Center, Koç Healthcare Patient Portal, our systems including integrated hospital information management system, portal(s) where online services are offered, social media platforms, and e-mail channels in the electronic environment and through cargo/mail, fax, closed-circuit camera recording systems (CCTV), face to face interviews channels in the physical environment. If your relatives are provided with opportunities regarding the services of the Institution within the scope of agreements concluded between contracted insurance companies and the Institution, your personal data could be obtained through information and documents provided by your relative.

## 5. Data Subjects Rights as Envisaged Under Article 11 of the Law

As personal data subjects, we hereby declare that you are entitled to the following rights, set forth under

Article 11 of the Law:

- To learn whether your personal data are being processed,
- To request information if your personal data have been processed,
- To learn the purpose of the processing of your personal data and whether they have been used accordingly,
- To learn which third parties domestic or abroad your personal data has been transferred to,
- To request rectification in case your personal data has been processed incompletely or inaccurately and to demand the operations in this regard be reported to third parties your personal data has been transferred to,
- To demand the erasure or destruction of your personal data in case the reasons necessitating the processing have disappeared even though it was processed in accordance with the Law and other relevant provisions and to demand the operations in this regard be reported to third parties your personal data has been transferred to,
- To object the occurrence of any consequence that is to your detriment by means of analysis of personal data solely through automated systems,
- To demand compensation for the damages that you have suffered as a result of unlawful processing of your personal data.

You may convey your requests concerning your rights listed above, to our Institution in accordance with the relevant legislation. If you want, you can convey your application via the application form which is accessible at <https://www.kuh.ku.edu.tr/protection-of-personal-data>. Depending on the nature of your request, your application will be concluded as soon as possible, within 30 days at the latest and in principle, free of charge. However, if the process requires additional costs, a fee may be demanded according to the tariff determined by the Personal Data Protection Board.