



INFOMED ONLINE CONTACT FORM CLARIFICATION TEXT

Data Controller : Infomed Sağlık Hizmetleri Turizm ve İnşaat A.Ş. (“INFOMED”)

Address : Acıbadem Mahallesi Şeyh Galip Sokak A Apt. No: 2/2 Kadıköy/İstanbul

I. PERSONAL DATA PROCESSED, PURPOSE OF PROCESSING, LEGAL GROUND AND COLLECTION METHOD

Your personal data which you have shared via the contact form on our website shall be processed in accordance with Personal Data Protection Law and secondary regulations and only for the limited purposes of conducting necessary work by our business units to provide benefit to related persons from the products and services offered by our company, carrying out relevant business processes and to contact you with respect to the issue you have inquired about. We kindly ask you to refrain from sharing any personal data and special categories of personal data that you do not wish us to know.

Identification (Name Surname)		
Purpose of Processing Your Personal Data	Legal Ground for Processing Your Personal Data	Method of Collecting Data
<p>Within the scope of:</p> <ul style="list-style-type: none">• Carrying Out Customer Relationship Management Processes• Carrying Out Request/Complaint Management Processes• Carrying Out Product/Service Sales Processes <p>In case of contacting the Data Subject, to address him/her personally and to convey the solutions and answers to the Data Subject regarding complaints, suggestions, questions and requests with respect the services offered.</p>	<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.	<p>Via online electronic forms Automated</p>

Contact (E-Mail, Phone Number)		
Purpose of Processing Your Personal Data	Legal Ground for Processing Your Personal Data	Method of Collecting Data
<p>Within the scope of:</p> <ul style="list-style-type: none">• Carrying Out Communication Activities• Carrying Out Customer Relationship Management Processes• Carrying Out Request/Complaint Management Processes <p>In order to contact the Data Subject with respect to the issue which has been inquired about.</p>	<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.	<p>Via online electronic forms Automated</p>

Customer Transaction Information (Request/Complaint Information)		
Purpose of Processing Your Personal Data	Legal Ground for Processing Your Personal Data	Method of Collecting Data
Within the scope of: <ul style="list-style-type: none"> • Carrying Out Customer Relationship Management Processes • Carrying Out Request/Complaint Management Processes In order to solve or answer the complaints, suggestions, questions or requests relayed by the Data Subject.	<ul style="list-style-type: none"> • Data processing is necessary for the establishment, exercise or protection of any right. 	Via online electronic forms Automated

Transaction Security Information (IP Address, Internet Login and Logout Information, Access Status, Browser Information, Operating system)		
Purpose of Processing Your Personal Data	Legal Ground for Processing Your Personal Data	Method of Collecting Data
<ul style="list-style-type: none"> • Conducting activities in accordance with the legislation • Carrying Out Customer Relationship Management Processes • Carrying Out Information Security Processes 	<ul style="list-style-type: none"> • 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. 	Automated via Electronic Systems and Online Electronic Forms

II. STORING PERSONAL DATA

Your Personal Data will be processed for a period in accordance with the Data Controller's Storage and Destruction Policy and within the scope of the legal exceptions stated under the 2nd paragraph of Article 5 of the Personal Data Protection Law and kept for a limited period of time. In the event the legal grounds requiring data processing ceases to exist, your data will be deleted, destroyed or anonymized ex officio or upon your request.

III. TRANSFER OF PERSONAL DATA

Domestically, your personal data is being transferred to our suppliers for the purpose of performance of the agreement. In addition, your data which you have provided under the identification, contact and customer transaction sections of the contact forms can be transferred abroad for the purposes of performing the services provided by our company, upon your explicit consent, through using messaging and chat applications whose servers are located abroad. In the event you do not want to be contacted or contact us through such applications, we will be contacting you through a phone call and other methods and if you prefer, you can also contact us by calling at + 90 850 888 86 15 or +90 532 250 75 85.

Additionally, your personal data may be transferred to the relevant authorities, without the obligation to disclose, for a request made in accordance with the 2nd paragraph of Article 28 of Personal Data Protection Law or for the limited purpose of fulfilling legal obligations.

IV. RIGHTS OF THE DATA SUBJECT

If as a Data Subject, by applying to the Data Controller, send your requests set forth under Article 11 of the Personal Data Protection Law which regulates the rights of the Data Subject, for your rights stated under Communiqué on the Procedure and Principles Regarding Application, to the Data Controller to Data Controller's address of "Acıbadem Mahallesi Şeyh Galip Sokak A Apt. No: 2/2 Kadıköy/İstanbul" or to info@celyxmed.com e-mail address of together with your wet-ink signature and a document certifying your identity in writing or in accordance with other application procedures determined by the Board, your request will be finalized as soon as possible and within 30 (thirty) days at the latest, depending on the nature of your request.

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