

PROTECTION OF PERSONAL DATA

In accordance with the provisions of the Personal Data Protection Law No. 6698 (“KVKK”), we, “**Private Ihlamur Dent Oral and Dental Health Polyclinic**”, as Data Supervisor and in regard to mutual rights and responsibilities mentioned in respective legal regulations, inform you that your personal information will be recorded, stored, updated, disclosed to third parties within the scope of the legal regulations, transferred, classified and processed in the ways described in the Personal Data Protection Law as explained below.

Purposes and legal reasons for processing personal data;

Establishing and performing the physician-patient relationship and fulfilling the provisions of the contract within the scope of legal legislation, using these in the services which we can offer you;

recording the identity, address, tax number and other necessary information, including personal health data, to identify the information of the operator/patient;

to inform you, if you make an appointment

making analyze for the purpose of improving health services;

public health protection, preventive medicine, medical diagnosis, treatment and care services, planning and management of health services and financing;

to share the requested information with the Ministry of Health and other public institutions and organizations in accordance with the relevant legislation;

to plan the internal functioning and daily operations of our clinic;

to measure, increase and research patient satisfaction by patient rights, patient experience departments;

sharing the requested information with private insurance companies, within the scope of the question of plausibility, in regard to patient services, financial affairs, financing of health services by the marketing departments, covering your examination, diagnosis and treatment expenses, ;

to meet legal and regulatory requirements;

to share requested information with private insurance companies within the scope of financement of health services;

invoicing for our services and confirming your relationship with contracted institutions;

to organize all records and documents that will be the basis for the transaction in electronic (internet/mobile etc.) or paper media;

to comply with the statutory retention, reporting and information obligations required by law, authorized institutions and other authorities;

to increase the quality of service via marketing and statistical activities, to offer the requested other products and services.

Special categories of personal data; are processed within the contractual relationship due to communication, information and similar processes

Persons/organizations to whom personal data can be transferred for the above-mentioned purposes; Persons permitted by the provisions of the legal legislation are public institutions and organizations, and private public institutions and organizations.

Special categories of personal data, on the other hand, can be transferred to companies located in Turkey and abroad, from which we receive services, to carry out activities that are subject to the purposes specified in the legislation to which we are subject and which are secured by confidentiality agreements.

Personal and special personal data; It is stored in a secure environment that is not open to public use and is never shared with third parties unless authorized or under a legal obligation.

The method of collecting personal data; Your personal data may be collected verbally, in writing or electronically through all digital channels such as questions, messages, telephone calls sent to our website.

Collected Personal Data

Various static (fixed) and dynamic (variable) data are collected from our visitors with the following methods. The collected data varies according to the services and features used by our visitors.

Under this heading, the data processed within the scope of the services we provide through our Internet Sites and considered as personal data in accordance with the Law on the Protection of Personal Data are listed below in groups.

- Information You Share During Registration/Membership/Use: Information you provide (for example: creating an account, posting comments) to use our Internet Sites or to register or become a member of them. Registration Information, but not limited to those listed; It may contain information such as name, surname, e-mail address, gender, zip code, birthday, mobile and home phone number, marital status, address, educational status, occupation.

- Information received through mobile applications: Information you share with us while using our mobile applications; may include information such as location information, media files, profiles, contacts, storage, wireless and bluetooth connection details.

- Information received through surveys: Your responses to surveys on our Websites.
Publicly available information and posts: Consists of the comments and content you post and the information about you that can be found with this post and content, including name, username, comments, likes, status, profile information, and photo. Posts are always public. In other words, this information can be accessed by anyone and displayed in the search results of external search engines.

- Information received from social media: If you access or log in to our Websites through a social media service, or if you connect a service on our Websites to a social media account, the information we collect includes your user ID and/or your username, profile picture, electronic media account related to this social media service. This may include any information and content that you allow the social media service to share with us, such as your mailing address or friend list, and information you make publicly available in connection with this social media service. When you access our services through social media services or link a service on our Websites to social media services, you authorize Private Ihlamur Dent Oral and Dental Health Polyclinic to collect, store and use such information and content in accordance with this Clarification Text.

- Activity information: When you access our Websites and use these services, we may collect certain information about your visits. For example, we may receive and save information about your computer, device, and browser, including your servers, IP address, browser type, and other software or hardware information which you used for connecting to our Websites,

- Information collected automatically: We may collect your data through cookies and other tracking technologies (beacon, browser cookies, pixels, beacons and other cookies). For more detailed information about cookies, please review our Cookie Policy.

Your rights in accordance with Article 11 of KVKK (Personal Data Protection Law);

Please note that you can get below listed information about your personal data by applying to us.

You have the right;

- a) to learn whether it is processed or not
- b) to ask for information if it is processed
- c) to learn the purpose of processing and whether it is used in accordance with its purpose,
- ç) to know the third parties (local/abroad) to whom it was transferred,
- d) to ask for correction in case of its incomplete or incorrect execution
- e) ask to delete or destroy personal data under the conditions provided for in Article no. 7 of Law No. 6698 (KVKK Personal Data Protection Law);

- f) to send notification about the procedures mentioned in above items (d) and (e) to the third parties to whom it is transferred
- g) Object to the emergence of a result against you analyzed exclusively with automated systems,

ğ) requesting the compensation of the damage in case you suffer damage due to unlawful processing

and we inform you that we will continue our activities knowing that the security of personal data is paramount in all of our products and services that we offer you.

Policy of “Özel Ihlamur Dent Ağız ve Diş Sağlığı Polikliniği” for cookies and confidentiality

We, as “Özel Ihlamur Dent Ağız ve Diş Sağlığı Polikliniği”, process personal data and use internet cookies to provide our visitors a better usage experience, considering the privacy and protection of personal data of visitors to our website <https://www.ihlamurdent.com> ("Website"). This Cookie and Privacy Policy ("Policy") explains to all our Website visitors and users which type of cookies are used and under what conditions.

This Policy is implemented regardless of which technologies, methods and how you connect to the Website. Therefore, we recommend that you read this Policy carefully and make a copy for future review.

By visiting our website and making the use of the services we offer through this site, you accept the terms set forth in this "Privacy and Cookie Policy".

I. Underage

If you are under the age of 18, you must visit the Website under the supervision of your parents. You should not use this Web Site or share any personal data without the presence of your parents.

1. Purpose

1.1. What is cookie and for what purposes is it used?

Cookies are small data storage files that are stored on your computer, mobile phone, tablet or other mobile device that you access through websites. This file stores information about your website navigation. Therefore, the devices you access will remember this data the next time you use the website. Therefore, cookies are necessary and important so that you can use the website more effectively and easily. Cookies are also used on the website and websites of third parties so that we can offer you more suitable services, products or offers.

1.2. The main purposes of using cookies are;

1. The need for some technical data in order to use the Website more effectively,
2. The Company's collection of information regarding your preferences and habits in browsing and using the Web Site,
3. In order for the Company to fulfill its legal and contractual obligations, especially those arising from the "Law No. 5651 on Regulating Broadcasts Made on the Internet and Combating Crimes Committed Through These Broadcasts, and the Regulation on the Procedures and Principles Regarding the Regulation of Broadcasts Made on the Internet", needs your personal data such as your IP address,

1.3. What kind of data do we process with cookies?

Depending on the type, cookies generally collect data relating to your browser and usage preferences on the device with which you access the website. This data includes the pages you access, our services and products you view, and any information about your browsing on the website.

1.4. Which Types of Cookies Do We Use In Which Ways?

We use different types of cookies on the Website. These are mandatory cookies, function cookies, analysis/performance cookies, and targeting/advertising cookies to make the Website work.

2. Scope

2.1 Types of Cookies in Terms of Usage:

2.1.1. Mandatory Cookies: These cookies are absolutely necessary for the Website to function

properly. These cookies are needed to manage the system and prevent fraudulent transactions, and if they are blocked, the Website will not be able to work.

2.1.2. Function Cookies: These cookies are used to provide you with a more advanced and easier user experience. For example, it fulfills the functions of remembering your previous preferences and enabling you to easily access some content on the Website.

You can prevent the use of these cookies as detailed below.

2.1.3. Analysis/Performance Cookies: These cookies enable us to analyze and understand the functioning of the Website and to interact with you to improve the Website. You can prevent the use of these cookies as detailed below.

2.1.4. Targeting/Advertising Cookies: These cookies are used to identify and serve you content

that may be of interest to you, including advertising content. You can prevent the use of these cookies as detailed below. However, blocking these cookies will not completely block the advertising content, but instead of ads that may be of interest to you, ads with general content will be served.

2.2. Types of Cookies in Terms of Storage Duration:

2.2.1. Persistent Cookies: These are cookies that persist on a person's computer until a certain

date or until they are deleted by the user. These cookies are mostly used to measure users' site movements and preferences.

2.2.2. Session Cookies: These cookies are used to separate the user's visit into sessions and do

not collect data from the user. The cookie is deleted when the user closes the web page he visited or remains inactive for a certain period of time. Target and tracking cookies are used on the Website to help third parties provide services, especially advertising services, and to increase the effectiveness of these services. These cookies can remember the web pages and sites you visit and collect personal data, especially the IP address of the user device. The Website is used by both first party and third parties to collect information, remember your interests and demographic data, and serve you targeted ads, improve ads, determine the number of visits and ad impressions, other uses of advertising services, and the ratio between those ad impressions and interactions with the ad services. uses party cookies. Website; It benefits from social plugins that provide links to social networks such as Facebook and LinkedIn. When you visit the Website and use these plugins, the Website connects directly to the server of the selected social network. The content provided by the plugin is then transmitted directly from the social networks to your web browser and inserted into the website you are visiting. Thus, the relevant social network can access and process your data and combine it with the data of your account in the relevant social network.

Please note that we have no influence or control over the scope of data that social networks process via plugins. Please carefully review the personal data processing policies published by the relevant social networks for more information on the purpose, methods and duration of the social networks' processing of your personal data.

The following cookies are used on the Website:

1. Google Analytics uses cookies to analyze how visitors use the Website. Information about your use of this Website (including your IP address) is transferred to Google and stored by Google on servers in the USA. Google will use this information to evaluate your use of the Website, to compile Website activity for the Company and

to provide other services related to Website activity and internet usage, but will not match your IP address with other data stored by Google. For more information about the use of Google Analytics (including opt-out options), visit: <http://www.google.co.uk/intl/en/analytics/privacyoverview.html>.

2. Google Ads uses cookies to remember your safe search preferences, show you more relevant ads, determine how many visitors you get to a page, help you sign up for our services, protect your data, or remember your ad settings. This helps the website remember information about your visit (for example, your preferred language and other settings). Information about your use of this Website (including your IP address) is transferred to Google and stored by Google on servers in the USA. Google will use this information to evaluate your use of the Website, to compile Website activity for the Company and to provide other services related to Website activity and internet usage, but will not match your IP address with other data stored by Google. For more information about the use of Google Ads cookies (including opt-out options), you can visit: <https://policies.google.com/privacy?hl=en>
3. Facebook uses cookies if you have a Facebook account, use Facebook products including sites and applications, or visit sites or applications that use Facebook products (including the Like button and other Facebook Technologies). Cookies enable Facebook to offer Facebook products to you and to understand information it receives about you, including your use of other websites and applications, whether you are registered or logged in. Cookies; It uses it for identity checking, security and site integrity, advertisements, recommendations, measurement, analysis and reporting. For more information about the use of Facebook cookies, you can visit: <https://tr-tr.facebook.com/policies/cookies/>
4. Mandatory Cookies, the use of certain cookies is mandatory for our site to function properly. For example, authentication cookies, which are activated when you log in to our site, ensure that your active session continues when you switch from one page to another on our site.
5. Functionality and Preference Cookies, these cookies allow you to personalize the services offered on our site by remembering your preferences and choices on the site. For example, it allows us to remember your language selection on our site or the font size you have chosen when reading a text.
6. Social media cookies, these cookies enable the collection of information about your use of social media. Cookies can be used, for example, to use the information in your Facebook / Twitter account, to create personalized advertisements or to carry out market research.
7. Performance and Analysis Cookies, thanks to these cookies, we can improve the services we provide to you by analyzing your use of our site and the performance of our site. For example, thanks to these cookies, we can detect which pages our visitors view the most, whether our site is working properly and possible problems.

8. Targeting or advertising cookies, we use cookies to promote products and services to you on our site or in channels other than our site. In addition, we may cooperate with some of our business partners to advertise and promote you within or outside of our site. For example, cookies can be used to track whether you clicked on an ad you saw on our site, and if you benefited from the service on the site to which the ad was directed after the ad caught your attention.

2.3. How can you prevent the use of cookies?

The use of cookies allows the Website to serve better, but you can prevent the use of cookies if you wish. However, please note that in this case, the site may not function fully and you may not be able to benefit from all its features. To prevent the use of cookies, you need to change the settings of your internet browser. These changes vary according to the device and internet browser you are using. Below is information on what steps should be followed to prevent the use of cookies on different internet browsers:

- Internet Explorer
 1. Open the desktop and tap or click the Internet Explorer icon on the taskbar.
 2. Tap or click the Tools button and Internet options.
 3. Tap or click the Privacy tab, then move the slider up under Settings and tap or click the OK button to block all cookies.
- Microsoft Edge
 1. Click on the section with three dots in the upper right corner of your Microsoft Edge browser and go to the Settings section.
 2. After selecting Select Items to Clean from the new window that appears, select the sections you want to clean from the window that appears.
 3. There are many sections here. You can start the cleaning process by choosing the one you want.
- Google Chrome
 1. Open Chrome on your computer.
 2. Click More Settings in the top right.
 3. Click Advanced at the bottom.
 4. Under "Privacy and security," click Content settings.
 5. Click Cookies.
 6. Under "All cookies and site data", search for the Website's name.
 7. Click the Uninstall icon on the right of the site
- Mozilla firefox
 1. Click the Firefox Menu button and select Options.
 2. Select the Privacy & Security panel and go to the History section.
 3. Change Firefox to use custom settings for history.
 4. Click the Show cookies... button. The Cookies window will appear.
 5. In the Search: field, type the name of the site whose cookies you want to delete. Cookies matching your search will be displayed.
 6. Select the cookie(s) you want to delete and click the Delete selected button.

7. Close the Cookies window by clicking the Close button. Then close the about:preferences page

- Safari
 1. Choose Safari > Preferences.
 2. Click Privacy.
 3. Click Website Data.
 4. Select one or more websites, and then click Delete or Delete All.

You can find more information on how to do this in other main web browsers at <https://www.esb.org.tr/cerez-memory> or <https://www.aboutcookies.org>.

You can also delete all cookies left behind by the websites you visit through third party software.

2.4. Contact Us

You can use one of the communication ways specified at the following address to send us all your questions and opinions about the policy:

<https://www.ihlamurdent.com/iletisim.asp?page=contact>

3. Applicable Law and Authorized Court

This regulation enters into force as of the date of its publication. Turkish Law will be applied in the interpretation and implementation of this "Privacy and Personal Data Protection Policy". In the resolution of any disputes that may arise due to this "Privacy and Personal Data Protection Policy" between the User/Member and the Company, Istanbul Central (Çağlayan) Courts and Enforcement Offices are authorised.