

Personal Data Protection Policy

As Near East Enterprises Hospitals, we pay utmost care to the privacy and protection of your personal data. In this respect, we, as Near East Enterprises Hospitals, attach great importance to patient privacy and, accordingly, to the protection of all personal data of our patients by processing them in the best possible way and with care. With the awareness of this responsibility, we process your personal data within the framework specified below, as the Data Controller, within the scope of the Law on the Protection of Personal Data No. 6698 ("Law") and the relevant legislation.

1 - Obtaining, Processing and Processing Purposes of Personal Data

Your personal data is obtained by Near East Enterprises Hospitals for the purposes of protecting public health, conducting preventive medicine, medical diagnosis, treatment and care services, planning and managing health services and financing, and in accordance with the fields of activity of the companies in Near East Enterprises Hospitals the data is obtained and processed through verbal, written, visual or electronic media, call center, website and similar channels. Your person-specific data and general personal data, especially your health data, can be processed by Near East Enterprises Hospitals in connection with the purposes specified in this article, including but not limited to the following:

- a) Your identity data including your name, surname, ID number, passport number or temporary ID number, place and date of birth, marital status, gender, insurance and/or patient protocol number and other identification data that may identify you;
- b) Your contact details including your address, telephone number, e-mail address and other communication data, your voice call records kept by customer representatives or patient services in accordance with call center standards, and your personal data obtained when you contact us via e-mail, letter or other means;
- c) Your accounting details including your financial data such as your bank account number, IBAN number, credit card information, billing and billing information;
- d) Your Social Security Institution details including your data on private health insurance and Social Security Institution data for the purpose of financing and planning health services
- e) Your health information, including but not limited to patient medical reports, diagnostic data, biometric and genetic data, laboratory results, test results, examination data, appointment information, prescription information, obtained during or as a result of medical diagnosis, treatment and care services, and all your relevant health data,

f) Customer relations management Questionnaires filled in by patients, letters of thanks and complaints, satisfaction results, etc. The notifications you make to evaluate the Near East Enterprises Hospitals,

g) Your health data and other personal data that you send or enter to www.neareasthospital.com or the online transactions section.

All kinds of personal data obtained by Near East Enterprises Hospitals (including but not limited to sensitive personal data) may be processed for the following purposes:

- (1) Confirming your identity,
- (2) Protection of public health, preventive medicine, medical diagnosis, execution of treatment and care services, planning and management of health services and financing,
- (3) Planning and managing the internal functioning of our Hospitals and Medical Centers and daily operations,
- (4) Drug supply,
- (5) Informing you about the appointment if you make an appointment,
- (6) Carrying out risk management and quality improvement activities,
- (7) Fulfilling legal and regulatory requirements,
- (8) Confirming your relationship with the institutions contracted with hospitals and medical centers or providing a financial agreement with these institutions regarding the health services offered to you,
- (9) Sharing requested information with private insurance companies within the scope of financing health services,
- (10) Invoicing for our services,
- (11) Sharing the requested information with the Ministry of Health and relevant public institutions and organizations in accordance with the relevant legislation of the TRNC.
- (12) Taking all necessary technical and administrative measures within the scope of data protection of the systems and applications of our hospitals and medical centers,
- (13) Analyzing your use of health services and storing your health data in order to develop and improve the health services we provide to you,
- (14) Providing the necessary information in line with the requests and inspections of regulatory and supervisory institutions and official authorities,
- (15) Preserving information about your health data, which must be kept as per the relevant legislation, and without being limited to these, the execution, development, planning and

management of health services and financing of medical diagnosis, treatment and care services, increasing patient satisfaction, research and similar purposes.

(16) Your personal data obtained and processed in accordance with the relevant legislation, can be transferred to the physical archives and/or information systems of Near East Enterprises Hospitals and kept in both digital and physical environments.

2 - Transfer of Personal Data

Your personal data, within the scope of the Law and other legislation and for the above-mentioned purposes, may be shared with the companies affiliated with the Near East Enterprises and Near East Enterprises Hospitals, private insurance companies, TRNC Ministry of Health and its related units, courts and all kinds of judicial authorities, central and other third parties, third parties we consult, including your authorized representatives, lawyers, tax and financial consultants, regulatory and supervisory institutions, official authorities, including the health services above, our business partners and other third parties that we cooperate to develop or carry out for the stated purposes.

3 - Method and Legal Reason for Obtaining Personal Data

Your personal data is obtained in all kinds of verbal, written, visual or electronic media forms in order to provide the above-mentioned purposes and health services within the determined legal framework, and in this context, Near East Enterprises Hospitals and Medical Centers can fully and properly fulfill their contractual and legal obligations.

4 - Your Rights Regarding the Protection of Personal Data

As the personal data owner, to learn whether your personal data is processed in accordance with the legislation, your rights are; requesting information on personal data if it has been processed; access and request personal health data; learning the purpose of processing personal data and whether they are used in accordance with its purpose; getting information about the third parties to whom your personal data is transferred in the country or abroad; requesting correction of personal data in case of incomplete or incorrect processing; requesting the deletion or destruction of your personal data; requesting the notification of the third parties to whom the personal data has been transferred, regarding the correction of personal data and/or the deletion or destruction of personal data in case of incomplete or incorrect processing of personal data. You are hereby informed that you have the right to object to the emergence of a result against the person himself by analyzing the processed data exclusively through automated systems, and to demand that the damage be remedied by us in case personal data is damaged due to unlawful processing.

Should you exercise your right to access and request personal health data, to learn whether personal data is processed or not, and to request information if your personal data has been processed; to learn the purpose of processing personal data and whether the data is used in accordance with its purpose, or to know the third parties to whom personal data is transferred in the country or abroad, the requested information will be sent to you in a clear and understandable way, in writing or in electronically, via the contact information provided by you.

5 - Data Protection

Near East Enterprises Hospitals protects your personal data at an appropriate level against possible risks and in full compliance with all technical and administrative security controls that must be taken in accordance with information security standards and procedures.

6 - Complaint & Contact:

In case you want to use any of your rights or make requests within the scope of the above articles, you can send an e-mail to info@med.neu.edu.tr with an e-mail signed with your secure electronic signature, or you can send an e-mail to the address you wrote to the Near East Enterprises Hospitals with a letter attached in the form of "word or pdf", or you can send a mail to the attention of Near East University Hospital -Near East Boulevard Nicosia / TRNC with a petition bearing your wet signature by courier.