

## PRIVACY NOTICE ON THE PROCESSING OF PERSONAL DATA

### Ask a Doctor

#### A. Who is the Data Controller?

As MAPFRE Sigorta A.Ş. ("**MAPFRE**" or "**Company**"), we attach great importance to the protection of your personal data. As MAPFRE, we act as a data controller when processing your personal data. This clarification text has been prepared to inform you about how your personal data is processed due to your use of the Ask a Doctor application ("**Ask a Doctor**").

#### B. Your Processed Personal Data, Purposes and Legal Reasons for Processing Your Personal Data ?

Articles 5 and 6 of the [Law No. 6698 on the Protection of Personal Data](#) ("**Law**") regulate the legal grounds for personal data processing. In the absence of any of the exceptions specified in the Law for the processing of personal data, your explicit consent is requested for the processing of your personal data.

**Use of Ask a Doctor Application:** The "Ask a Doctor" application is an Online Medical Consultancy Service where the relevant persons can consult with doctors in different branches without using their policy coverage as long as their policies are active. This application can be accessed through our call center, and it is also possible to use the application on mobile via MAPFRE GO.

Application users are required to create a membership to MAPFRE GO if they wish to use Ask a Doctor via MAPFRE GO. Within the scope of your use of the Ask a Doctor application, the purposes of processing your personal data and the legal grounds on which we rely on them are as follows:

Objectives	Legal Reason	Processed Personal Data
Conducting interviews with the preferred doctor within the scope of the Ask a Doctor service and establishing communication in order to develop solutions for the requests/complaints and/or questions raised by the person concerned within this scope	<b><u>Art. 6/3(e) of the Law</u></b> Data processing is necessary for the protection of public health, preventive medicine, medical diagnosis, treatment and care services, and the planning, management and financing of health services by persons under the obligation to keep secrets or authorized institutions and organizations.	– Identification (name-surname, Turkish ID number, date of birth, gender ), – Contact (cell phone number, e-mail address), – Insured Transaction (details of your relevant health policy, health (previous treatments you have received and diseases you have registered in the system, interview reports, body mass index)), – Other (message contents with the subject of your interview with the doctor you have selected)
Viewing of previous treatments received and disease information recorded in MAPFRE GO in order to carry out the relevant medical consultation service		
Making additions regarding the diseases diagnosed within the scope of Ask a Doctor service, updating the existing disease information		
Protecting and exercising our rights in the event of a possible dispute and conducting legal proceedings	<b><u>Art. 5/2 (e) of the Law</u></b> Data processing is mandatory for the	– Identification (name-surname, Turkish ID number, date of birth, gender ), – Contact (cell phone number, e-mail address), – Insured Transaction (details of your relevant health policy, health

	establishment, exercise or protection of a right.	<p>(previous treatments you have received and diseases you have registered in the system, interview reports, body mass index)),</p> <ul style="list-style-type: none"> <li>- Other (message contents with the subject of your interview with the doctor you have selected)</li> <li>- Legal Action (correspondence with judicial authorities, information on litigation/execution files in case of dispute)</li> </ul>
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### C. With Whom Do We Share Your Personal Data?

Your personal data are shared within the scope of the purposes and legal reasons specified under the heading "B. Your Personal Data Processed, What are the Purposes and Legal Reasons for Processing Your Personal Data?" of this privacy notice.

When some institutions and organizations request information and documents from our Company or in order to carry out our operational processes regarding the activities of our Company, we share your personal data with these authorized institutions and organizations and relevant third parties in accordance with the rules in the Law and relevant legislation. In this context, the parties we share and the purposes of this sharing are as follows:

- **Consultant Doctors:** In order to provide online medical consultancy services within the scope of the Ask a Doctor application, previous treatments received and diseases recorded in the system are displayed in order to answer the questions of the relevant people, and to answer the questions posed by the people within the scope of the online medical consultancy service,
- **Judicial and Administrative Authorities:** Fulfillment of judicial and administrative proceedings and dispute resolutions, protection of our Company's legal rights.

In the transfer of your personal data to third parties, compliance with the rules specified in the articles of the Law regarding the transfer of personal data is ensured.

### D. By Which Methods and Based on Legal Grounds Do We Collect Your Personal Data?

Your personal data is obtained through our call center or MAPFRE GO application, partially by automated methods. Your personal data is processed based on the legal reasons for the establishment, exercise or protection of a right and the processing of health data by persons under the obligation of confidentiality for the purpose of protecting public health, preventive medicine, medical diagnosis, treatment and care services, planning and management of health services and financing.

### E. What are Your Rights Regarding Your Personal Data?

Article 11 of the Law on the Protection of Personal Data regulates "data subject rights". In order to use your personal data within the scope of this article, you can use **your e-mail address registered in our systems** and send it to the e-mail address [kvkk@mapfre.com.tr](mailto:kvkk@mapfre.com.tr) or **send it by mail** to Torun Center, Fulya Mahallesi, Büyükdere Cad. No: 74/D Şişli/İstanbul.

You may also choose the methods specified in the [Communiqué on the Procedures and Principles of Application to the Data Controller](#) to exercise your rights.

You can access our policy on the processing of your personal data on our website (<https://www.mapfre.com.tr/sigorta-tr/bireysel/>).