



DIVA DENT

Privacy Policy

Welcome to dental clinic **Dr. Abdulrahman Reyes**: Diva Dent. We are committed to protecting your privacy and ensuring a safe experience, whether you are booking a free introductory call from abroad or an in-person consultation as a local patient. This Privacy Policy explains how we collect, use, share, and protect your information in connection with our website and services, in accordance with the Turkish Personal Data Protection Law No. 6698 ("KVKK") and, where applicable to our international patients, the EU General Data Protection Regulation ("GDPR").

1. Information We Collect

We collect personal information you voluntarily provide, such as your name, email address, phone number, and country of residence when you book an appointment or fill in a form on our website. We also automatically collect certain technical information when you visit our site, such as your IP address, browser type, language preference, and referring URL. In addition, as part of our pre-appointment questionnaire, we collect health-related information, including dental photos, X-rays (if available), and details about your dental history, symptoms, and treatment wishes. This information is provided voluntarily and helps our dentist prepare for your consultation.

2. How We Use Your Information

We use the information we collect to: schedule and manage your appointment, whether a free introductory call or an in-person/online consultation; allow our dentist to review your photos, X-rays, and questionnaire answers ahead of time so they can give you tailored advice during the call or visit; communicate with you about your appointment, treatment plan, and any follow-up; improve our website and services; and meet our legal and healthcare recordkeeping obligations.

3. Special Category (Health) Data

Photos, X-rays, and other dental/medical information you share with us are considered "special category" personal data under both KVKK and GDPR, requiring extra care. We process this data either based on your explicit consent (given when you submit the questionnaire) or because it is necessary for a healthcare professional bound by confidentiality to provide diagnosis, treatment, or care, as permitted under Article 6 of the KVKK. You may withdraw your consent at any time by contacting us, though this may affect our ability to advise you remotely.

4. Sharing of Information

We do not share your personal information with third parties except: with our dentist and clinical team for the purpose of your treatment; with service providers who support us, such as our website host, video-call/scheduling platform, and payment processor; or where required by law. We will never use your photos or case details for marketing, social media, or any purpose outside your treatment without your separate, explicit consent.

5. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes described above, and we retain medical/health records for the period required under applicable Turkish healthcare regulations.

6. Security

We take reasonable technical and organizational measures to protect the information we collect against loss, misuse, unauthorized access, disclosure, alteration, and destruction. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Your Rights

Depending on where you live, you may have the right to access, correct, or request deletion of your personal data, object to certain processing, or withdraw consent at any time. Turkish patients may exercise these rights under the KVKK; patients located in the EU may exercise their rights under the GDPR. To do so, contact us using the details below.

8. Changes to This Policy

This Privacy Policy may be updated from time to time. Changes take effect as soon as they are posted on this page.

9. Contact

If you have any questions about this Privacy Policy or how your data is handled, please contact us at divadent98@gmail.com.