

The certification body of TÜV Informationstechnik GmbH certifies as a result of the certification decision as of 2022-07-19 according to Art. 42 Abs. 5 GDPR, that

Doctolib GmbH
Mehringdamm 51
10961 Berlin, Germany

as controller in accordance with Art. 4 No. 7 GDPR within the scope of Germany, data processing by information processing systems

Doctolib Videosprechstunde

is operated in accordance with appendices 1 (permitted use) and 2 (exclusions of use) in conformity with the requirements of EU Regulation 2016/679 (GDPR) and the additional requirements of the data protection supervisory authorities and is monitored during the term of the certificate.

The information of the data protection supervisory authority NRW according to Art. 43 para. 5 GDPR has taken place on: 2022-03-11.

Evaluation basis: Zertifizierungsprogramm DS-GVO, version 0.97
Trusted Site Data Privacy, Version 2.4



Last audit day:
2022-03-23
Monitoring until:
2023-03-29
Certificate validity:
2022-03-29 – 2025-03-29

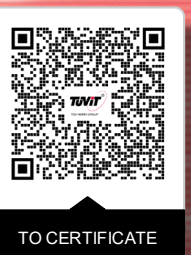
Certificate ID: 5604.22
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Essen, 2022-07-19

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Head of Certification Body

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Certificate



Certification scheme and monitoring

The certification body of TÜV Informationstechnik GmbH performs its certification on the basis of the following certification scheme:

- German document: „Zertifizierungsprogramm DSGVO der TÜV Informationstechnik GmbH“, version 0.97 as of 2021-08-11, TÜV Informationstechnik GmbH

Transfer note

This certificate was issued by the certification body of TÜV Informationstechnik GmbH, which is already accredited according to ISO/IEC 17065 and is still in the accreditation process (including evaluation of the certification scheme).

According to Annex 31b to the Federal Medical Insurance Contract (BMV-Ä) "Vereinbarung über die Anforderungen an die technischen Verfahren zur Videosprechstunde gemäß § 365 Absatz 1 SGB V vom 21. Oktober 2016 in der Fassung vom 15. Juni 2022", this certificate may can be used for a transitional period up to December 31, 2022, subject to any changes and extensions of the transitional period of Annex 31b to the Federal Medical Insurance Agreement (BMV-Ä).

The application number at the DAkkS is: PP-12022-01.

According to the certification scheme, the conformity of the certification subject is monitored annually within the term of the certificate.

The next planned surveillance shall take place by 2023-03-29 at the latest.

Certification subject

The certification subject is data processing by information processing systems:

- Doctolib Videosprechstunde
of the operator
- Doctolib GmbH in 10961 Berlin, Mehringdamm 51
and its branches
- No branches

Field of application and exclusions of usage

The certification subject is intended exclusively for the following field of application:

- The certification subject “Doctolib Videosprechstunde” of the “Doctolib GmbH” is an online video consultation in real time within the framework of synchronous communication (peer-to-peer) between a doctor / alternative practitioner and a patient known to him. This includes:
 - Interfaces to the streaming provider (Vonage Holdings Corp.),
 - Interfaces to the servers used (Amazon Web Services EMEA Sarl),
 - Interfaces to the SMS providers used (Calade Technologies and Balthazar et cie) and
 - Interfaces to the encryption service (Tanker SAS).

The following use of the certification subject is explicitly excluded:

- See appendix 2 „Usage exclusions“

Details on the scope of use and the terms of use are listed in the short expert report, which is available to the public.

Short expert report (public)

- German document: Kurzgutachten über die Ergebnisse der Zertifizierung 5604.22, Version 1.0 as of 2022-03-23, TÜV Informationstechnik GmbH

Evaluation basis

The evaluation was based on the following requirements:

- EU Regulation 2016/679 (GDPR) including the additional requirements of the data protection supervisory authority.
- Criteria catalog (German document): Trusted Site Data Privacy Kriterienkatalog für Prüfungen der Konformität einer IT-Lösung zur Europäischen Datenschutzgrundverordnung, version 2.4 as of 2021-12-15, TÜV Informationstechnik GmbH

Evaluation report

The evaluation result is set out in the following report:

- German document: Auditbericht Trusted Site Data Privacy, Doctolib Videosprechstunde, version 2.0 as of 2022-03-23, TÜV Informationstechnik GmbH.

Evaluation result

- The remote audit was conducted during the period from 2021-09-20 until 2022-03-23 (last remote audit day).
- The certification subject fulfills all applicable requirements from EU Regulation 2016/679 (GDPR) and the criteria catalog Trusted Site Data Privacy, version 2.4.

The recommendations stated in the evaluation report must be observed.

Certification decision

The result of the certification decision on 2022-07-19 showed that the applicant, its data processing and the following branches

- No Branches

meet all applicable requirements for the operational environment and observing the exclusions of usage.

The reasons for granting the certificate were provided to the data protection supervisory authority NRW (North Rhine-Westphalia) in accordance with Art. 43 (5) DS-GVO on 2022-03-11.

Usage exclusions

The following usage of the certification subject is explicitly excluded:

- Interfaces to additional functions offered by Doctolib GmbH (provision of doctor's letters and diagnostic results, images, etc.) are not part of the certification subject.