

The certification body of TÜV Informationstechnik GmbH certifies as a result of the certification decision as of 2022-04-28 according to Art. 42 Abs. 5 GDPR, that

**Relearnlabs GmbH**  
**Akazienstraße 3a**  
**10823 Berlin, Germany**

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

**ALVE Videotherapie**

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 part. 5 GDPR has taken place on: 2022-04-21.

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



Last audit day:  
2022-04-13  
Monitoring until:  
2023-04-28  
Certificate validity:  
2022-04-28 – 2025-04-28

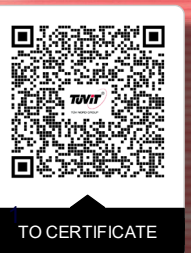
Certificate ID: 5605.22  
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Essen, 2023-02-13

Dr. Christoph Sutter  
Head of Certification Body

**TÜV Informationstechnik GmbH**  
TÜV NORD GROUP  
Am TÜV 1  
45307 Essen, Germany  
www.tuvit.de

**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 DSCVO 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 25. Februar 2021", this certificate may can be used for a transitional period up to June 30, 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 2023-04-28 at the latest.

## **Certification subject**

The certification subject is data processing by information processing systems:

- ALVE Videotherapie limited to the usage variant "without registration by the patient". In this variant, the therapist creates a link, which he sends to the patient. The therapist can copy this link and send it to the patient himself without passing on the patient's personal data to Relearnlabs GmbH.

of the operator

- Relearnlabs GmbH in 10823 Berlin, Akademiestraße 3a
- 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 "ALVE Videotherapie" of "Relearnlabs GmbH" is an online video consultation in real time within the framework of synchronous communication between a therapist and a patient, (peer-to-peer), if necessary with assistance, e.g. by a reference person of the assistant. The implementation of this online video consultation is limited to the usage variant "Without registration by the patient".

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 5605.22, Version 1.0 as of 2022-04-13, 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, ALVE Videotherapie, version 2.0 as of 2022-04-13, TÜV Informationstechnik GmbH.

### Evaluation result

- The audit was conducted during the period from 2021-10-14 until 2022-04-13 (last 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 2022-04-28 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) DSGVO on 2022-04-21.

Invalid from 2024-01-01

### Usage exclusions

The following usage of the certification subject is explicitly excluded and are not part of the certification subject:

- registration for patients,
- appointment booking,
- document storage,
- billing of platform use with therapists,
- Interfaces to additional functions offered by Relearnlabs GmbH (provision of doctor's letters and diagnostic results, images, etc.) are not part of the certification subject.

Invalid from 2024-01-01