

Certificate

The certification body of TÜV Informationstechnik GmbH certifies as a result of the certification decision as of 2023-06-15 according to Art. 42 para. 5 GDPR, that the company

Platform24 Healthcare AB
Västra Järnvägsgatan 7
11164 Stockholm, Sweden

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

Videosprechstunde Platform24 (Version 4.8)

in accordance with appendices 1 (permitted use) and 2 (usage exclusions) 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: 2022-11-22.

Evaluation basis: Zertifizierungsprogramm DS-GVO, version 0.97

Criteria catalogue: "Trusted Site Data Privacy", version 2.5

The appendices 1 and 2 to the certificate are part of the certificate with the ID 5609.23.

Essen, 2023-06-15

Dr. Christoph Sutter, Head of Certification Body

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Certificate validity:
2023-03-24 – 2026-03-24

Last evaluation day:
2023-03-20

Monitoring until:
2024-03-24

To Certificate



TÜVNORDGROUP

Certification scheme and monitoring

The certification body of TÜV Informationstechnik GmbH performs its certifications based on 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) and authorisation procedure in accordance with § 39 BDSG (German Federal Data Protection Act).

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 19. Dezember 2022", this certificate may can be used for a transitional period up to 31 December 2023, 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 PF-2022-01.

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

The next planned surveillance shall take place by 2024-03-24 at the latest.

Certification target

Video consultations are basically defined as synchronous communication between a doctor and a patient known to him, via the technical equipment available to the patient (peer-to-peer), if necessary with assistance, e.g. by a reference person, in the sense of an online video consultation in real time, which the doctor can offer the patient.

The certification target is data processing by information processing systems:

- Videosprechstunde Platform24 (Version 4.8)

This consists of the following components:

- Telemedizinische Funktion der Platform24 Webanwendung für Patienten (Version 1.105.0 (1))
- Telemedizinische Funktion der Clinic24 Webanwendung für Ärzte (Version 4.73.0)
- The components of the on-premise Jitsi video conferencing platform (version 6726-1) required for the operation of the video consultation platform24

of the operator

- Platform24 Healthcare AB in 11164 Stockholm, Västra Järnvägsgatan 7, Sweden

and its branches

- No branches

In order for the evaluation object to implement the functionality of a video consultation as defined by the KBV, Platform24 uses the open-source video conferencing software Jitsi, which is operated by Platform24 Healthcare AB itself.

Furthermore, the following components are necessary for the operation of the certification target, but are not part of it:

- The video conferencing platform Jitsi (with the exception of the components operated on-premise by the customer Platform24 and considered in the evaluation)
- Manage24 web application for administrators
- KeyCloak Identity Provider

Field of application and usage exclusions

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

The certification target "Video consultation Platform24 (Version 4.8)" of the company "Platform24 Healthcare AB" offers doctor consultations by video on the basis of a web application for privately and legally insured persons. Within the framework of this video consultation, medical advice can be obtained from doctors or other practitioners licensed in Germany. This web application consists of two user interfaces, one for patients (Patient24) and one for clinic staff (Clinic24). The data processing is done in Sweden.

The following use of the certification target 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 5609.23”, Version 1.1 as of 2023-03-20, 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 catalogue (German document): “Trusted Site Data Privacy Kriterienkatalog für Prüfungen der Konformität einer IT-Lösung zur Europäischen Datenschutzgrundverordnung”, version 2.5 as of 2022-04-28, TÜV Informationstechnik GmbH

Evaluation report

The evaluation result is set out in the following report:

- German document: “Evaluierung Trusted Site Data Privacy, Videosprechstunde Platform24 (Version 4.8)”, version 1.1 as of 2023-03-20, TÜV Informationstechnik GmbH.

Evaluation result

The evaluation was conducted during the period from 2021-07-30 until 2023-03-20 (last evaluation day).

The certification target fulfils all applicable requirements from EU Regulation 2016/679 (GDPR) and the criteria catalogue “Trusted Site Data Privacy”, version 2.5.

The recommendations stated in the evaluation report must be observed.

Certification decision

The result of the certification decision on 2023-06-15 showed that the applicant, its data processing and the following branches

- No Branches

meet all applicable requirements for the operational environment use and observing the usage exclusions. The reasons for granting the certificate were provided to the data protection supervisory authority NRW (North Rhine-Westphalia) in accordance with Art. 43 para. 5 GDPR on 2022-11-22.

Usage exclusions

The following usage of the certification target is explicitly excluded:

- All functions and data processing that are not part of the telemedical, synchronous peer-to-peer communication of the online video consultation.
- Further functions of the Platform24 applications such as the chat function between doctor and patient, the administration for the management of doctors and patients as well as the KeyCloak Identity Provider, which takes over the authentication of the users.

According to the current definition of the video consultation service, the functions mentioned as examples are not a core component of the video consultation service in real time within the framework of synchronous peer-to-peer communication and are therefore not part of the certification target. A separate information security assessment of the entire Platform24 web applications (Platform24 and Clinic24) is not carried out as part of the evaluation.

Ungültig ab 24.03.2025