

Certificate

TÜVNORD

TÜV NORD CERT GmbH

GDPRProcessor
acc. to TN-Standard
Trusted Site Data Privacy

tuev-nord.de

ID: 5623.25

The certification body of TÜV NORD CERT GmbH certifies as result of the certification decision as of 2025-12-11 according to Art. 42 para. 5 GDPR, that

Doctolib GmbH

as processor in accordance with Art. 4 No. 8 GDPR within the scope of Germany data processing by the information processing system

Doctolib Videosprechstunde

is operated 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: 2025-11-26.

Last evaluation day:
2025-11-11

Monitoring until:
2026-12-11

Evaluation basis: Zertifizierungsprogramm DS-GVO, version 0.97
criteria catalogue: Trusted Site Data Privacy“, version 2.11

The appendices 1 and 2 are part of the certificate with the ID 5623.25.

Zertifikats-ID: 5623.25

valid from 2025-12-11 until 2028-12-11

To Certificate



Essen, 2025-12-11

Certification Body of TÜV NORD CERT GmbH

TÜV NORD CERT GmbH

Am TÜV 1, 45307 Essen, Germany
tuev-nord-cert.com

TÜV®

Certification scheme and monitoring

The certification body of TÜV NORD CERT GmbH performs its certifications based on the following certification scheme:

- German document: “Zertifizierungsprogramm DS-GVO der TÜV NORD CERT GmbH”, version 0.97 as of 2021-08-11, TÜV NORD CERT GmbH

Transfer note

This certificate was issued by the certification body of TÜV NORD CERT 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 4. Dezember 2024”, this certificate can be used for a transitional period up to 31. December 2025, 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 2026-12-11 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 in the sense of the technical procedure for video consultation in accordance with Annex 31b to the Bundesmantelvertrag-Ärzte (BMV-Ä) with the associated interfaces for the processing of personal data is the data processing by the information-processing system:

- Telemedicine function of the Doctolib Android application (version 4.40.0)
- Telemedicine function of the iOS application Doctolib (version 4.42.0)
- Telemedicine function of the Doctolib Pro web application (v2.80.0)
- Telemedicine function of the Doctolib web application (25_09_26)

It consists of the telemedical function: implementation of online video consultations. The evaluation covers the certification target, the conduction of the video consultation (medical consultation) and its termination.

The operator of Doctolib Videosprechstunde is the company:

- Doctolib GmbH, Mehringdamm 51, 10961 Berlin

and its branches:

- Doctolib GmbH does not have any branches.

Field of application and exclusions of usage

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

- The area of application results from Annex 31b to the Bundesmantelvertrag-Ärzte (BMV-Ä): telemedical, synchronous peer-to-peer communication of the online video consultation between the doctor and the patient known to him.

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: “Ergebnisse der Zertifizierung: Doctolib Videosprechstunde“, Version 1.0 dated 2025-11-11, TÜV NORD CERT 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 2.11 as of 2024-10-10, TÜV NORD CERT GmbH

Evaluation report

The evaluation result is set out in the following report(s):

- German document: “Evaluierungsbericht Trusted Site Data Privacy, Doctolib Videosprechstunde”, version 1.0 as of 2025-11-11, TÜV NORD CERT GmbH.

Evaluation result

- The evaluation was conducted during the period from 2025-03-17 until 2025-11-11 (last evaluation day).
- The certification target fulfills all applicable requirements from EU-Regulation 2016/679 (GDPR) and the criteria catalog Trusted Site Data Privacy, version 2.11.

The recommendations stated in the evaluation report must be observed.

Certification decision

The result of the certification decision on 2025-12-11 showed that the applicant, its data processing and the above-mentioned branches meet all applicable requirements for the operational environments and observing the usage exclusions.

The reasons for granting the certificate were provided to the data protection supervisory authority NRW in accordance with Art. 43 para. 5 GDPR on 2025-11-26.

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.
- Other functions of the Doctolib applications such as the Doctolib desktop application for doctors, communication outside the encrypted peer-to-peer connection of the video service, administration for managing doctors and patients, and the exchange of documents via the external service provider Tanker.