



PRESS RELEASE

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BSI Group has awarded Doctolib with the ISO 27701 certification, an internationally recognized standard for data privacy.

Ahead of Data Privacy Day, Doctolib has achieved a significant milestone in its commitment to data privacy by receiving the ISO 27701 certification from [BSI Group](#), an internationally recognized accredited organization. ISO 27701 is an extension to the ISO 27001 standard for Information Security Management, which Doctolib was certified for in 2021.

By delivering Doctolib with the ISO 27701 certification, BSI Group has certified that the company has implemented robust data protection processes and risk-based controls. This recognition demonstrates that Doctolib takes appropriate measures to protect personal data and is committed to transparent and responsible data management practices.

ISO 27701: a demanding certification in the field of data privacy.

ISO 27701 is an international standard that provides guidelines and requirements for establishing, implementing, maintaining, and continually improving a Privacy Information Management System (PIMS). This standard is intended to help organizations protect the privacy of individuals and manage personal data in a responsible and transparent manner.

ISO 27701 builds upon ISO 27001 and includes additional requirements related to privacy and the protection of personal data. It also provides guidance on how to implement and maintain a PIMS that aligns with relevant laws and regulations, such as the General Data Protection Regulation (GDPR) in the European Union.

The process of obtaining ISO 27701 certification has involved a thorough assessment of Doctolib's data protection practices and controls by BSI Group. This assessment included reviewing policies, operational procedures, risk management framework and documentation related to data protection, as well as conducting on-site inspections to verify compliance. It is

important to note that ISO 27701 certification is always an ongoing process: Doctolib will go through regular audits to maintain its certification.

"By obtaining ISO 27701 certification, we demonstrate our commitment to protecting not only our customers' privacy and securing their personal data, but also that of our employees, job applicants and providers. This is a long-term commitment, as we are required to undergo regular audits to maintain the certification," said Cédric Voisin, Chief Information Security Officer at Doctolib.

"We are proud to award Doctolib with the ISO 27701 certification, one of the first healthcare players in Europe to receive it. It recognizes the company's efforts in protecting the sensitive personal information of its users. This certification is also a testimony to BSI's commitment to providing internationally recognized standards for data privacy and ensuring that organizations have the tools and guidance they need to protect personal information." said David Fardel, BSI France Country Manager.

A long-term commitment

In the past few years, Doctolib has made a sustained effort to achieve the most demanding certifications in the field of data privacy. The ISO 27701 certification builds on the ISO 27001 certification that Doctolib received in 2021. In addition to these certifications, Doctolib also holds the HDS (*Hébergeur des Données de Santé*) certification.

By obtaining major privacy certifications, Doctolib demonstrates its long-term commitment to the security of its users' personal data, whether they are practitioners, patients, employees, job candidates or providers. Privacy is a cornerstone in the health sector and Doctolib has become one of the first healthcare players in Europe to receive the ISO 27701 certification.

Here are [Doctolib's commitments](#) in order to protect its users' data:

- **Doctolib is committed to protecting its users' data.**
 - Doctolib enforces a wide array of protective measures and constantly explores new security technologies.
 - Doctolib provides its users with advanced encryption techniques.
 - Doctolib stores its users' data in a safe place.
 - Doctolib regularly undergoes certifications, third party audits and regulatory controls.
 - Doctolib invests long-term in security.
- **Doctolib cares about its users' privacy.**
 - Doctolib does not sell its users' data.
 - Doctolib stores its data in Europe.
 - Doctolib ensures that privacy is at the core of the development of its services.
 - Doctolib designs its services to comply with national and European privacy regulations.

- Doctolib allows its users to choose their privacy settings at any time.

About BSI Group

BSI is the business improvement and standards company that enables organizations to turn standards of best practice into habits of excellence, 'inspiring trust for a more resilient world'. For over a century BSI has driven best practice in organizations around the world. Working with over 84,000 clients across 193 countries, it is a truly global business with skills and experience across all sectors including automotive, aerospace, built environment, food and retail, and healthcare. Through its expertise in Standards and Knowledge, Assurance Services, Regulatory Services and Consulting Services, BSI helps clients to improve their performance, grow sustainably, manage risk and ultimately become more resilient.

To learn more, please visit [BSI Group corporate website](#).

About Doctolib

Since 2013, Doctolib has been animated by a single purpose: strive for a healthier world. Thanks to its new-generation technology and services, Doctolib improves the daily lives of more than 340,000 healthcare personnel. Doctolib also accompanies more than 70 million people throughout Europe, offering a fast and frictionless experience for all their care episodes, in a secure way. Doctolib has a presence in more than 30 cities across France, Germany and Italy, and its 2,800 people are fully committed to improving healthcare with a human-centric approach and an entrepreneurial mindset.

To learn more, please visit [Doctolib corporate website](#).

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