

The certification body of TÜV Informationstechnik GmbH hereby awards this certificate to the company

Relearnlabs GmbH
Akazienstraße 3a
10823 Berlin, Germany

to confirm that its technical procedures for video consultation

ALVE Videotherapie

fulfils all requirements of criteria

Trusted Site Video Consultation,
version 2.2

of TÜV Informationstechnik GmbH. The requirements are summarized in the appendix to the certificate.

The appendix is part of the certificate and consists of 5 pages.

The certificate is valid only in conjunction with the evaluation report.



Certificate validity:
2022-04-28 – 2025-04-28

Certificate ID: 5705.22
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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

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

- German document: “Zertifizierungsprogramm Trusted Site Video Consultation der Zertifizierungsstelle der TÜV Informationstechnik GmbH“, Version 1.0 vom 2021-04-20, TÜV Informationstechnik GmbH

Transfer note

- The present 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) for an evidence according to § 5 paragraph 2 letter a) of the agreement “Vereinbarung über die Anforderungen an die technischen Verfahren zur Videosprechstunde gemäß § 365 Absatz 1 SGB V” as of October 21, 2016 in the version of February 25, 2021.
- 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 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-12-022-02.

Evaluation report

The evaluation result is set out in the following report:

- German document: “Prüfbericht Trusted Site Video Consultation, ALVE Videotherapie, version 1.1 as of 2022-04-20 TÜV Informationstechnik GmbH

Evaluation requirements

- Criteria Catalog Trusted Site Video Consultation, version 2.2 as of 2022-03-11, TÜV Informationstechnik GmbH.

The evaluation requirements are summarized at the end.

Target of evaluation

- The target of evaluation is realised by the following component:
 - Web application ALVE Videotherapie, as of 24.03.2022
- The target of evaluation “ALVE Videotherapie” is an online video consultation in real time within the framework of synchronous communication between a contract physician and a patient (peer-to-peer), possibly with the assistance of a reference person of the assistant, for example.

In order for the target of evaluation to be able to implement the video consultation functionality as defined by the KBV, interfaces from the service providers Apizee are used.

The use of the Apizee interfaces was also verified. The Apizee interfaces are not the responsibility of the manufacturer. Furthermore, the following components are necessary for the operation of the evaluation object, but are not part of it:

- Apizee infrastructure components
- E-Mail Provider

- Relearnlabs Infrastructur components
 - o Network Load Balancer
 - o Databases

Evaluation result

- The target of evaluation fulfills the applicable requirements from the evaluation criteria catalog Trusted Site Video Consultation.

The recommendations given in the evaluation report must be observed.

Summary of the evaluation requirements

1 Technical and organizational measures

- The video service provider has defined security-relevant technical and organizational requirements for the operating environment of the video service and makes these available to the contracted doctor.
- The documentation of the necessary technical and organizational measures is easy to understand, suitable and comprehensible.
- The documentation is known to the contract physicians and is accessible at all times.

2 Network architecture

- The video service provider has documented the individual components of the video consultation and their security functions (architectural overview). The video consultation solution is structured in a meaningful and understandable way.

- The video service provider has provided information that identifies the security-relevant components and the interfaces of the product with their dependencies. Data flows (including the protocols used) are documented.
- The video service provider has documented appropriate hardening and protection measures.
- When deviating from a peer-to-peer procedure, suitable technical and organizational measures are defined to ensure an appropriate level of protection.

3 Encryption

- All contents of the video consultation are encrypted according to the state of the art. The state of the art results in particular from the technical guideline 02102 of the Federal Office for Information Security in the currently valid version.

4 Storage of data

- The video service provider demonstrates and documents implemented measures for the storage or deletion of data. The video service provider does not view, save or pass on the content of the video consultation.
- The video service provider demonstrates through appropriate documentation and technical measures that the metadata and technical connection data are deleted after three months at the latest and are only used for the processes necessary to process the video consultation.

5 Security risks

- The video service provider has provided evidence that penetration testing has been carried out (not older than

6 months) by an independent third party and which considered in particular the risks of the OWASP Top 10 catalog in the 2017 version.

- The report clearly shows the scope of the penetration testing and the components of the video consultation solution under consideration.
- It is clearly identifiable which test or attack procedures were used, so that it can be seen that the risks in the OWASP Top 10 catalog have been adequately examined.
- The video service do not have any exploitable serious vulnerabilities.