Trust and Compliance Documentation – Change Log

Updated: 26 October 2026

This Change Log reflects changes to the Trust and Compliance Documentation.

October 26, 2026

All documents

- New logo and new font are used for all documents. This is not considered update of the document and is not highlighted at the top of the document.
- Product names of approx. half of products were updated and references to these products were updated accordingly. Specifically, mCare is now PCS Care, Camascope eMar is PCS eMar by Camascope, Camascope ONE is PCS eMar Enterprise, Oomph is PCS Wellness, Reshub is PCS Family, Depensys is PCS Resource, Redcrier is PCS Learn, IQ is PCS Intelligence. This is now reflected in the new version of the document.

Other Documentation

- New Documentation – PCS Atlas Historical Data Policy is added.

Security Documentation

- Security Documentation for Teladoc is removed.

June 25, 2026

Security Documentation

- Security Documentation for nearly all Subscription Services expanded to cover also all 3 Camascope services.

Product Description

- Product Description of Camascope branded Subscription Services added.

Infrastructure and Sub-processors

- Microsoft type of processing updated for all Services.
- 3 Camascope Affiliates added as PCS Affiliates in the list of all PCS Affiliates in the All Services section of the document.
- Camascope only section added with Sub-processors for those Services.
- Microsoft added as third party hosting provider for Oomph and Redis, Inc. removed as Sub-processor.
- Microsoft added as third party hosting provider for Depensys.

March 12, 2026

All Documents

- Removal of CarePilot – IQ (Beta) services which were discontinued.

Product Description

- Updated reference from IQ to IQ – Benchmarking.
- Added a new bullet point at the top of the document clarifying that read-only subscriptions:

- *PCS products may have read-only version of the subscription which will allow Customer to access its data in the known environment. However, Customer cannot add more information. Any SLA agreed for the standard product shall not apply to the read-only subscription.*

Infrastructure and Sub-processors

- New Sub-processor for all Services added Functional Software, Inc. d/b/a Sentry for its Usage tracking tool.
- New subprocessors added for Oomph SendGrid Inc. (Twilio company), MongoDB, Inc., Redis Inc.
- PCS Learn added as distinctive platform running on the same infrastructure as Oomph.
- Digital Reception storage location changed from the European Economic Area to United Kingdom.
- Following subprocessors were removed:
  - For all Services – Zendesk Inc.
  - For Depensys – Depensys Limited
  - For ResHub – Freshworks Inc.
  - For Kareinn – Kareinn Limited

October 23, 2025

Infrastructure and Sub-processors

- CarePilot – IQ rebranded as IQ and added to mCare table as the subprocessors are same.
- The clerical mistake which removed the Intercomm and Microsoft which were added in June from August version of the list of sub-processors was remedied.

October 20, 2025

Product Description and Security Documentation

- CarePilot – IQ rebranded as IQ and the product description updated to reflect the current features of IQ.

September 11, 2025

Infrastructure and Sub-processors, Product Description and Security Documentation

- New sub-processor Coeo limited added to the mCare, CarePilot – IQ and Atlas as infrastructure expert services provider.

August 06, 2025

Infrastructure and Sub-processors, Product Description and Security Documentation

- New service branded as CarePilot – IQ was added to all documents.

June 25, 2025

Infrastructure and Sub-processors, Product Description and Security Documentation

- New subprocessors for all Services – Intercomm and Microsoft added.

May 12, 2025

Infrastructure and Sub-processors, Product Description and Security Documentation

- New service branded as CarePilot – IQ (Beta) was added to all documents.

March 25, 2025

Product Description

- The definition of registered bed added under Subscription Services for clarity.

March 19, 2025

Infrastructure and Sub-processors

- Removal of Agile Core and Hendry Consulting as Atlas sub-processors
- Adding Australia as the data storage location for Oomph customers in Australia
- Adding Kareinn services as new category of services covered by the document and the subprocessors applicable to Kareinn services

November 29, 2024

Documentation – Opt Out Policy for Anonymous Data – mCare Services

- Opt Out Policy for Anonymous Data – mCare Services document was added to the Documentation.

October 10, 2024

Infrastructure and Sub-processors

- Redcrier subprocessor added to the list

Product Description

- The description of Redcrier services added to the list.
- Relatives Gateway removed from the list of services as being discontinued.

Security Documentation

- Redcrier added to the list of services to which the documentation applies

July 18, 2024

Infrastructure and Sub-processors

- ResHub Limited and Inc. moved among all Services sub-processors
- Oomph Limited, Papworth Limited and Atlas Emar Limited removed from the list as those entities were amalgated into PCS Limited
- The paragraph explaining the concept of Remote personnel was slightly amended to clarify that they are treated in the same way as employees in terms of security and privacy of Customer Data (including Personal Data)
- Intercom Ltd was removed as sub-processor
- NurseCall, Comentis and Centrim third-party hosting providers removed explicitly as this is under control of the third party providers. However, the location of the storage was moved to their row.

Product Description

- The description of all Centrim modules as Australia-specific Subscription Services have been added.

Security Documentation

- Centrim added to the list of the products covered by the main Security and Privacy Documentation document.

May 10, 2024

Infrastructure and Sub-processors

- ResHub is added as a new product line with its own sub-processor table

Product Description

- The description of ResHub Family Engagement Module and ResHub Core Platform have been added.

Security Documentation

- ResHub added to the list of the products covered by the main Security and Privacy Documentation document.

April 9, 2024

Infrastructure and Sub-processors

- The concept of Remote Employees is clarified and added to the document.

Product Description

- The description of new Oopmh Professional Services offering added (SLIDE Framework, Wellness essentials, Exercise Bundle, Leadership training and Creativity workshops).

February 1, 2024

Security Documentation

- Depensys added to the list of the products in the main Security and Privacy Documentation document.

Product Description

- The description of the product Depensys added.

Infrastructure and Sub-processors

- Two PCS Affiliates added to the All Services section – Oomph Wellness Limited and Atlas Emar Limited
- New Section for Depensys sub-processors added.

January 15, 2024

Security Documentation

- New Security and Privacy Documentation for Professional Services added.

Product Description

- The description of Oomph On Demand expanded to be more detailed
- Two new products added – Oomph Wellness Training and Data Migration Services (Professional Services)

Infrastructure and Sub-processors

- New Section for Professional Services sub-processors added.

September 25, 2023

Security Documentation

- The documents renamed as Security and Privacy Documentation
- Reference to Digital Care in the general Security and Privacy Documentation changed to mCare
- Return and Deletion of Customer Data sections added to both general Security and Privacy Documentation and the Teladoc one
- Processing of User Account Data section added to the general Security and Privacy Documentation

Infrastructure and Sub-processors

- Nursecall Messaging Services subprocessor Blaucomm was labelled as PCS Affiliate due to clerical error. This was updated to reflect its third party nature.

August 1, 2023

Security Documentation

- New Teladoc Security Documentation added

Infrastructure and Sub-processors

- Many sub-processor names clarified and their legal entity added
- Atlassian location updated to United States

- Zoom Inc. added as All Services sub-processor
- Digital Care Planning System renamed as mCare
- Bytes Software Services Ltd added as sub-processor to mCare and Atlas products
- Teladoc added to the list of services with their own sub-processors

Documentation – Product Description

- Digital Care Planning System renamed as mCare
- CAPA product name clarified as Atlas CAPA
- Teladoc product description added