Trust and Compliance Documentation – Change Log

Updated: 10 October 2024

This Change Log reflects changes to the Trust and Compliance 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 amalgamated 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