



Trust and Compliance Documentation – Change Log

Updated: September 25, 2023

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

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