



SECURITY AND PRIVACY DOCUMENTATION

TELADOC

Updated: September 25, 2023

PCS has implemented the following technical and organizational security measures for services branded as Teladoc (the “Covered Services”), including protection of Personal Data as defined in the PCS [Data Processing Addendum](#):

PCS shall, in relation to Personal Data, implement appropriate technical and organisational measures to protect against unauthorised or unlawful processing of Personal Data and against its accidental loss, damage or destruction, including where appropriate:

- (i) the pseudonymisation and/or encryption of Personal Data;
- (ii) the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;
- (iii) the ability to restore the availability and access to Personal Data in a timely manner in the event of a physical or technical incident; and
- (iv) a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.

Return of Customer Data

Within 30 days post contract termination, Customer can request the return of the Customer Data submitted to the Covered Services (to the extent such data has not been deleted by Customer) that will be provided by PCS to Customer in a commonly-used machine-readable format.

Deletion of Customer Data

After termination of all subscriptions associated with an environment, Customer Data submitted to the Covered Services is retained in inactive status, after which it is securely overwritten or deleted from production and from backups. Physical media on which Customer Data is stored during the contract term is not removed from the data centers unless the media is at the end of its useful life or being deprovisioned, in which case the media is first sanitized before removal. This process is subject to applicable legal requirements.