

Informing the insured person about the implementation of a video consultation

Participation in the video consultation is voluntary for you and your doctor and must take place in closed rooms that ensure adequate privacy in order to guarantee data security and a smooth process. At the beginning of the video consultation, all persons present in the room must be introduced. Please note that recordings of any kind are not permitted during the video consultation.

FORMATION ON DATA SECURITY

- The video consultation is transmitted via the Internet using a peer-to-peer (computer-to-computer) connection, without the use of a central server. The group conference also takes place via a peer-to-peer connection. If a peer-to-peer connection is not possible, a proxy server is used for switching. In any case, the video service provider guarantees that all content of the video consultation is encrypted end-to-end during the entire transmission process in accordance with the current state of the art and is neither viewed nor stored by the video service provider.
- The video service provider and the doctor are prohibited under criminal law from disclosing or making data accessible to unauthorized third parties.
- The service of Spryng, Bakkersstraat 23, 1017 CW Amsterdam, Netherlands, is used to send an SMS with an invitation link. Spryng stores the content and data for the purpose of providing the SMS service, but guarantees not to disclose the personal data to third parties and to delete it after 30 days at the latest.