

DSPT information to assist care providers

Company name CareLineLive
Product name CareLineLive

DSPT	Approaching	DSPT Question	Supplier information (CASPA)	Responses (only complete where relevant)
1.2.1	Yes	Does your organisation have up to date policies in place for data protection and for data and cyber security? Confirm that your organisation has a policy or policies in place to cover: Data Protection, Data Quality, Record Keeping, Data security and, where relevant, network security.	Does your data processing agreement impact the care provider, if so please document your policy and the scope where it would affect the customer	Yes - we hold the data, but the customer is responsible for the management of the data
1.4.1	Yes	Does your organisation have an up to date list of the ways in which it holds and shares different types of personal and sensitive information?	Please explain how your product manages and shares personal information	Yes - we have a full data inventory
1.6.1	Yes	Does your organisation's data protection policy describe how you keep personal data safe and secure?	Please explain how your product keeps personal data secure	Yes - we have a full data inventory
1.6.4	Yes	What does your organisation have in place to minimise the risks if mobile phones are lost, stolen, hacked or used inappropriately? Smartphones are especially vulnerable to being lost or stolen. What has been put in place by your organisation to protect them to prevent unauthorised access? E.g. is there a PIN or fingerprint or facial scan Is there an app set up to track the location of a lost/ stolen smartphone, and 'wipe' its contents remotely? You may need to ask your IT supplier to assist with answering this question.	Discuss with care providers the arrangements they should consider to minimise the risks if mobile phones are lost or stolen and offer advice as necessary.	Customers who take on our managed offering receive an MDM to ensure all devices have pin codes and are encrypted. The CareLineLive app can also require soft-authentication if left unattended
1.6.5	Yes	Does your organisation's data protection policy describe how you identify and minimise risks to personal data when introducing, or changing, a process or starting a new project involving personal data? This type of risk assessment is called a Data Protection Impact Assessment (DPIA). Your organisation should consider whether it needs to carry out a DPIA at the early stages of any new project if it plans to process personal data. A DPIA should follow relevant guidance from the Information Commissioner's Office (ICO)	Care providers complete their own DPIAs, however may wish to discuss the supplier DPIA relevant to the technology that they are implementing to determine items such as data flows and data transfers.	
1.6.6	No	If staff, directors, trustees and volunteers use their own devices (e.g. phones) for work purposes, does your organisation have a bring your own device policy and is there evidence of how this policy is enforced?	Does your product have any tools to manage BYOD devices? If so please document how this helps a customer	Yes - if our customers take on a Fully Managed offering we provide a full MDM for encryption, pin codes as well as locking/wiping lost devices
1.7.4	Yes	Does your organisation have a timetable which sets out how long you retain records for?	Please document your data retention criteria	As soon as a customer leaves, we remove their data and provide the customer with their data. Customers are responsible for ensuring that only the relevant data is stored within CareLineLive
1.8.3		What are the top three data and cyber security risks in your organisation and how does your organisation plan to reduce those risks?	Please give the reverse of the question, explained what they have implemented to mitigate risks, so the customer can rank them for all systems in use by them	We have implemented 2FA on CareLineLive as well as ensuring End-to-End encryption for the data transmission. All on-device data is encrypted.
4.1.2	Yes	Does your organisation know who has access to personal and confidential data through its IT system(s)?	Please document how your product provides access control and audit of this information	All users are logged within our permissions and roles matrix allowing management to view who has access and permission to which data
4.2.5	Yes	Does your organisation have a reliable way of removing or amending people's access to IT systems when they leave or change roles?	If your product can assist in managing access rights then please explain here	When a user leaves, their user account can be removed, removing all access. By default when creating users they are not created with any management permissions, these have to be added by a manager and this is logged.

DSPT information to assist care providers

Company name CareLineLive
Product name CareLineLive

DSPT	Approaching	DSPT Question	Supplier information (CASPA)	Responses (only complete where relevant)
4.5.4	Yes	How does your organisation make sure that staff, directors, trustees and volunteers use good password practice? If your organisation has any IT systems or computers it should provide advice for setting and managing passwords. Each person should have their own password to access the computer, laptop or tablet that they are using and a separate password for other systems. These passwords should be "strong" i.e. hard to guess.	If your product can assist in managing password practice then please explain here	
6.1.5	Yes	If your organisation has had a data breach, were all individuals who were affected informed?	Does your product have any tools to give visibility of who has accessed each individual data record?	Yes, we have full IP logging
6.2.3	Yes	Do all the computers and other devices used across your organisation have antivirus/antimalware software which is kept up to date? This applies to all servers, desktop computers, laptop computers, and tablets. Note that antivirus software and antimalware software are the same thing – they both perform the same functions.	If you provide any of these devices then please explain any malware management included on them.	
7.1.2	No	Does your organisation have a business continuity plan that covers data and cyber security?	Please explain your business continuity plans for data and cyber security here.	We have ISO27001, and Cyber Essentials. We ensure that all devices are kept up to date, and secured with regularly changing passwords. We also have accounts locked for only accessing certain information and behaviour monitoring on all of our company devices.
7.3.1	Yes	How does your organisation make sure that there are working backups of all important data and information? It is important to make sure that backups are being done regularly, that they are successful and that they include the right files and systems. Briefly explain how your organisation's back up systems work and how you have tested them.	Please document your data backup process.	We backup with snapshots, every 2-3 minutes. A further backup is then completed nightly and stored using different IAM credentials within AWS.
7.3.4	No	Are backups routinely tested to make sure that data and information can be restored?	Please document your data backup process.	All backups are verified upon completion by AWS.
8.3.5	Yes	How does your organisation make sure that the latest software updates are downloaded and installed. It is important that your organisation's IT system (s) and devices have the latest software and application updates installed. Most software can be set to apply automatic updates when they become available from the manufacturer. You may need to ask your IT supplier to assist with answering this question.	Does your product have automated updates. If so, please document how this occurs, and how a customer can check which version they are running.	Customers receive a prompt within the CareLineLive app to update their software. This can be checked from within each customer's CareLineLive management portal.
9.1.1	No	Does your organisation make sure that the passwords of all networking components, such as a Wi-Fi router, have been changed from their original passwords?	Do you manage any WiFi routers for customers? If so, please explain how.	
9.6.2	No	Are all laptops and tablets or removable devices that hold or allow access to personal data, encrypted? Mobile computers like laptops and tablets and removable devices like memory sticks/cards/CDs are vulnerable as they can be lost or stolen. To make these devices especially difficult to get into, they can be encrypted (this protects information by converting it into unreadable code that cannot be deciphered easily by unauthorised people)	Cloud systems are designed to reduce the need to hold any data locally, using APIs to directly connect cloud based analysis and document system without the need to expose data to local storage risks. However, where the supplier includes provision of removable devices, these should be appropriately protected using encryption and /other technical measures.	Where we provide managed devices, we ensure the MDM is installed to allow locking, wiping of devices remotely. Each device is also encrypted and removable media is blocked.

DSPT information to assist care providers

Company name CareLineLive
 Product name CareLineLive

DSPT	Approaching	DSPT Question	Supplier information (CASPA)	Responses (only complete where relevant)
10.1.2	No	Does your organisation have a list of its suppliers that handle personal information, the products and services they deliver, and their contact details?	Please give contact details here for the provider to include in their supplier list	
10.2.1	Yes	Do your organisation's IT system suppliers have cyber security certification Your organisation should ensure that any supplier of IT systems has cyber security certification. For example, external certification such as Cyber Essentials, or ISO27001, or by being listed on Digital marketplace	Please confirm if you have cyber security certification	Yes, Cyber Essentials and ISO27001
		Has your organisation completed the DSPT?	Have you completed the DSPT , if so where do you display this ?	Yes - on the NHS website https://www.dsptoolkit.nhs.uk/OrganisationSearch/8KH75
		GDPR statement and contract with supplier	Please give a link to your GDPR statement, ideally in as plain English/easy to understand format as possible	Available upon request