

# Data Processing Overview

## Processing steps for generating a note with Tandem







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#### Authentication

Clinician logs in with twofactor authentication

#### Consultation

Tandem transcribes the consultation. No audio is stored

#### Note generation

Based on the transcript, Tandem generates a draft medical note. This remains available to the authorized clinician for 30 days

#### EHR transfer

After clinician approval, the note is transferred to the EHR via RPA ("Robot Processing Automation") or copy pasting. No additional data is gathered or stored in this step

### Your data is processed according to the highest security standards



Compliant with GDPR & patient data laws



Your data is never used for training AI models



All data stored and processed within EU



Only data sub-processor of sensitive data is Microsoft Azure

## We go the extra mile to ensure your data is safe with us



Certified with ISO 27001, Cyber Essentials, and DSPT DSPT (Data Security and Protection Toolkit)



External penetration tests are conducted regularly to validate our security and processes



External DPO (Data Protection Officer) continuously reviews our processes and compliance

## More detailed documentation available upon request



## DPA (Data Processing Agreement):

Detailing all data processing activities in-depth



## DPIA (Data Protection Impact Assessment): Assessing risks ar

**Assessment):** Assessing risks and detailing mitigation measures



**Privacy Policy:** Detailing how personal data is processed



**ISO 27001 documents:** Detailing policies for data and security aspects in-depth



**EU Al Act:** Detailing our compliance with the latest EU AI regulations



#### MDR (Medical Device Regulations): Detailing our compliance with MDR guidelines