

Technical Overview



Secure, compatible & simple

To help ensure seamless integration into your healthcare practice, please provide these specifications and security information to your IT and quality professionals as well as your data protection officer.



Web browser compatibility

The RocheDiabetes Care Platform requires an active Internet connection at all times. Verify you have the latest version of your web browser installed to ensure compatibility with the platform.

	Internet Explorer (v10 & higher)	Edge	Firefox	Safari	Chrome
Windows 10	✓	✓	✓		✓
Windows 7 & 8			✓		✓
MacOS Mojave 10.14.4 & higher			✓	✓	✓



Data upload compatibility

- › The Accu-Chek Device Link software requires local installation, admin rights and an open USB port for uploading data.
- › It is compatible with Windows 7, 8 and 10, which enables the upload from over 130 devices. For macOS users, the software enables the data upload from Accu-Chek devices only and is compatible with macOS High Sierra and higher.



IT security

The RocheDiabetes Care Platform adheres to the highest technical standards to ensure the security of your patient data.

- › All exposed endpoints use HTTPS with SSL/TSL
- › All personal data is encrypted in storage and in transit
- › The default policy requires admin, healthcare professionals and patients to generate their own accounts (not shared)
- › The platform follows secure coding guidelines, which prioritise security by default
- › No Java or Flash plug-ins are supported



Regulatory & quality standards

The RocheDiabetes Care Platform is certified to the following standards:

- › EN 62366 (Application of usability engineering to medical device)
- › 93/42/EEC (Medical Devices Directive)
- › Roche Diabetes Care is an ISO 9001 certified company

The RocheDiabetes Care Platform also complies with the following quality standards: EN 1041, EN ISO 14971, EN ISO 15223 and EN 62304.



Data protection and GDPR compliance

As stated in the terms and conditions of the RocheDiabetes Care Platform, Roche Diabetes Care will act as a data processor for the healthcare organization (data controller). To ensure compliance, Roche Diabetes Care created a Data Processing Agreement that stipulates how Roche Diabetes Care processes data on behalf of the data controller. The agreement includes the following:

- › Data is only stored and processed in EU/EEA countries
- › An overview of personal and sensitive personal data processed
- › Technical and organizational measures taken to protect data, such as encryption, physical access controls, correction, restriction, and erasure of personal data as required by law
- › Contact information for the Data Protection Officer at Roche Diabetes Care
- › Information about Roche's sub-contracting agreement with Accenture for data hosting
- › Details regarding the supervisory power of the customer (data controller)
- › Reporting in case of an incident

Fostering faster connections

 For more information
RocheDiabetes.com/CarePlatform