LibreView

Data Security FAQs

LibreView is a secure, cloud-based diabetes management system that gives you and your patient's clear, easy-to-understand reports from numerous major glucose monitoring devices.

As the developer of LibreView, Newyu, Inc. is committed to ensuring patient privacy and data security. LibreView processes are based on the ISO 27001 standard, providing a robust data infrastructure and secure encryption measures. These processes are also ISO 13485 certified and compliant with recognized standards of health data protection like HIPAA in the USA.

We recognize that you, as a Healthcare Professional (HCP) may have questions regarding the security of your patients' data. Below are answers to frequently asked questions. You can also visit www.Libreview.com to review the privacy policy.

Is my patients' data safe?

Patient and HCP LibreView accounts are protected by the state-of-the-art levels of secure storage, using Amazon Web Services' implemented Advanced Encryption Standards (specifically, AES-256). We conduct regular third-party audits as well as monitor EU and US regulations to support compliance and ensure that your data is safe.

- **Industry-leading data system security:** LibreView is hosted in world-class data centers that feature biometric security, data back-ups, redundant power supplies and continuous surveillance systems. All data transferred to LibreView is encrypted using industry-standard SSL/TLS to ensure that it remains private from malicious parties.
- **Adherence and compliance:** Newyu monitors US state, federal, global and EU regulations to support compliance.
- **Account security:** Access to your LibreView account is possible only through password protected user accounts. Administrative controls help ensure information doesn't fall into the wrong hands.

Data Security FAQs

LibreView

LibreView runs on world-class infrastructure not only to ensure your security, but also the continuous uptime of your account. Your data will be secure from intrusion and constantly backed up, so you won't lose crucial information or access to your records.

Where is my patients' data stored?

Patient and HCP data is stored in the geographic region required to meet the privacy and regulatory requirements of their country of residence. So, for users in France, data (including any backups) is stored in a database hosted by OVH in France. For users in all other EMEA countries, data is stored in a database hosted by Amazon Web Services (AWS) in Ireland. For users in APAC countries, data is stored in a database hosted by AWS in Singapore. For users in the USA, data is stored in a database hosted by AWS in the USA. AWS is a leading global provider of data hosting services. You can learn more about Amazon's hosting and security services by visiting http://aws.amazon.com/security.

Who can access the data that my patient or I upload into LibreView?

Healthcare professionals can upload glucose data from patients when they bring their devices into the clinic. If uploaded as a one-time report, the data is only available for 24 hours and then is purged from the LibreView system. If an HCP would like to save the data for future reference, they can create a patient profile and link the data to the patient. This data can only be viewed by the HCP that created it and can be deleted at any time.

If an HCP wishes to share this data with colleagues, they have the option to create a Practice in LibreView. With a practice, the HCP can send email invites to other HCPs to join the practice so they can see the patient data they uploaded. The HCP Practice administrator can remove other HCPs at any time from the practice and they will no longer be able to see the patient data.

If an HCP would like to share the data with a patient directly or have a patient upload at home and see their data, the HCP can send an email invite to a patient. A patient then has the option to create a LibreView account and share information with the HCP. A patient may view their own data but not data for any other patient. Patients can choose to stop sharing their data with a healthcare practice at any time.

Who can patients share their data with?

After a patient creates a LibreView account, they fully control their data and who can view it. Patients can choose to accept sharing invites from LibreView HCP Practices, can email their data to others, and can export their data as an Excel or PDF document. If available in their country of residence, patients can also share their FreeStyle Libre data with several third-party software solutions including Diasend, mySugr, and Social Diabetes.

Data Security FAQs

LibreView

How is data secured when it is passed and stored?

Data is secured via SSL in transit, and encrypted in the database when it is stored. When data is shared within the LibreView system, a number of different components, services, and security standards are employed including SMTP for email, OAUTH for LibreView’ s data sharing API, and SSL/GCM for sharing with a caregiver via the LibreLinkUp application. All database encryption follows the Advanced Encryption Standard (AES).

What if I want to delete my account and data? What about my patient?

LibreView users (both HCPs and patients) can delete their accounts at any time. All user data is hard deleted from the database and cannot be recovered.

What other information is being collected about my patients and me?

To provide the best possible experience, we use third-party applications such as Google Analytics to evaluate usage and performance of the LibreView system. These third-party applications may use cookies and other standard tracking technologies to perform their services.

Changes to our privacy policies

We may make changes to our privacy policies from time to time in accordance with the LibreView Privacy Policy or Terms of Use. If you do not wish to continue using LibreView as a result of any changes to the privacy policies, you are free to delete your account and all of your data at any time.

For more detailed information regarding the security of your data and our Privacy Policy, please visit www.Libreview.com.