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Inera AB

registrar@inera.se

Diary number:

DI-2019-2900

Your diary number:

201903-016

Decision after supervision according to

data protection regulation against Inera AB

Date:

2021-06-07

The Privacy Protection Authority's decision

The case is closed.

Background

On February 18, 2019, Computer Sweden published an article with the title "2.7

million recorded calls to 1177 Vårdguiden completely unprotected on the internet". In the article

is stated, among other things, that "On an open web server, completely without password protection or

other security, we have found 2.7 million recorded calls to the advice number 1177."

It was clear from Inera's website that Inera AB manages and develops the commons

the systems for the 1177 Care guide on the phone that the regions need in their operations.

IMY started written supervision against Inera AB on 5 March 2019 to check how Inera

processed personal data on care seekers within the framework of advisory number 1177.

IMY also started supervision of Voice Integrate Nordic AB and MedHelp AB. It appeared

that three regions used MedHelp as a care provider when care seekers call 1177 for

healthcare advice and partly Inera AB to connect the calls to MedHelp. IMY

therefore initiated supervision of the Health and Medical Board Region Stockholm,

The Regional Board Region Sörmland and the Regional Board Region Värmland.

Justification of the decision

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According to Article 4.7 of the data protection regulation, the person in charge of personal data means a natural or legal person, public authority, institution or other body which alone or together with others determines the ends and the means for the processing of personal data. By personal data assistant is meant, according to article 4.8 i the regulation, a natural or legal person, public authority, institution or other bodies that process personal data on behalf of the data controller. According to Article 32 has both the person responsible for personal data and the personal data assistant obligations relating to security in connection with the processing of the personal data.

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2(2)

Inera states, among other things, the following. In the capacity of personal data assistant for the regions Stockholm, Sörmland and Värmland process Inera phone numbers for people who

calls 1177. All 1177 calls are initially routed to Inera's contact center where it is a check if the municipality ID is equal to Stockholm, Sörmland or Värmland. Is so case, an outgoing call is created from Inera's contact center to MedHelp AB's contact center whereupon MedHelp AB takes over the call. The call then leaves Inera's system completely. Inera does not store any of MedHelp's recorded calls and has no contract with MedHelp. IMY states that Inera processes personal data in connection with care seekers dial 1177. This treatment is carried out by Inera on behalf of the regions in the capacity of personal data assistant. However, Inera is not responsible, either personal data controller or personal data assistant, for that personal data processing which MedHelp AB performs during the actual healthcare consultation or for the storage of audio files with recorded calls to 1177 when MedHelp AB is the healthcare provider who answers the conversations.

The case is therefore closed without action.

This decision has been taken by the general manager Lena Lindgren Schelin after a presentation by department director Suzanne Isberg. During the processing, the unit manager has Katarina Tullstedt participated. In the final proceedings, the IT security specialist Magnus Bergström, the legal director David Törngren and unit manager Malin Blixt participated.

Lena Lindgren Schelin, 2021-06-07 (This is an electronic signature)