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Inera AB

registrator@inera.se

Record number:

DI-2019-2900

Your record number:

201903-016

Decision after supervision according to

the Data Protection Ordinance against Inera AB

Date:

2021-06-07

The decision of the Integrity Protection Authority

The case is closed.

Background

On February 18, 2019, Computer Sweden published an article entitled "2.7

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

states, 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 advisory number 1177. "

It appeared from Inera's website that Inera AB manages and develops the joint ventures

the systems for the 1177 Care Guide by telephone that the regions need in their activities.

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

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

IMY also initiated supervision of Voice Integrate Nordic AB and MedHelp AB. It emerged

that three regions hired 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 against the Health and Medical Care Board Region Stockholm,

Regional Board Region Sörmland and Regional Board Region Värmland.

Justification of the decision

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Pursuant to Article 4 (7) of the Data Protection Regulation, a data controller means a natural or legal person, public authority, institution or other body such as alone or together with others determines the purposes and means of the processing of personal data. By personal data assistant is meant, according to Article 4 (8) i 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 the security of the processing of personal data.

Integrity Protection Authority

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

calls 1177. All 1177 calls are initially routed to Inera's contact center where it is made

a check if the municipal ID is equal to Stockholm, Sörmland or Värmland. Is so

In this 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 agreements with MedHelp.

IMY states that Inera processes personal data in connection with seeking care

calls 1177. This treatment is carried out by Inera on behalf of the regions in its capacity as

personal data assistant. However, Inera has no responsibility, either

personal data controller or personal data assistant, for the personal data processing

which MedHelp AB performs during the actual healthcare consultation or for storage of audio files

with recorded calls to 1177 when MedHelp AB is the care provider that answers

the conversation.

The case is therefore closed without action.

This decision was made by Director General Lena Lindgren Schelin after the presentation

by department director Suzanne Isberg. During the processing, the unit manager has

Katarina Tullstedt participated. At the final hearing, the IT security specialist Magnus Bergström, the chief justice David

Törngren and

unit manager Malin Blixt participated.

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