



Paris, Thursday 23 July 2020

PRESS RELEASE

Our security team detected and stopped a malicious action against Doctolib targeting administrative appointment information

On Tuesday 21st of July, our security team detected and stopped a malicious action against Doctolib, which allowed illegal access to some administrative information of 6,128 appointments.

The administrative information concerned is as follows: the patient's first name, surname, gender, telephone number and email address, as well as the appointment date, name and specialty of the healthcare professional concerned by the appointment.

It is important to note that:

- this illegal access does not concern appointments booked on Doctolib website or app nor through Doctolib practice management software, but appointments booked on some third party software solutions connected to Doctolib;
- no medical data could be read: no medical visit motive, no medical document, no information related to the patient's health record was concerned;
- no password could be read;
- to date, there is no evidence that this administrative information has been used in any way;
- there has been no modification of this administrative information.

As soon as we detected this malicious action, we informed the competent authorities, in particular the Commission Nationale de l'Informatique et des Libertés (CNIL), our supervisory authority when it comes to data protection. We filed a complaint with the police.

We contacted the practices and facilities concerned and have been exchanging regularly with them since then as part of our security procedures.

The information that affects our health is personal. Privacy is a fundamental right and one of Doctolib's core values. This is why we are committed to protecting the personal data of our users according to 3 leading principles:

1. Patients have full control of their personal health data
2. We do not use patients' personal health data
3. Patient's personal health data is secure

In line with these principles, we wanted to communicate in full transparency on this malicious action we were victim of.

About Doctolib

Founded in 2013, Doctolib is the leading ehealth company in Europe. Doctolib offers doctors a software solution with a full range of services to help improve the efficiency of their operations, provide their patients with a more seamless experience, find new patients and collaborate with other doctors. Doctolib offers easier access to healthcare for patients by allowing them to find nearby healthcare professionals, book appointments online 24/7 and access video consultations and the record of these consultations. The company today employs 1,500 staff in 40 cities in France and Germany. It collaborates with 135,000 professionals and 3,000 healthcare facilities and has over 60 million visits from patients on its services every month.

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