

Research Communication Platform

Compliance & Security Summary

In production at a Dutch academic medical center since 2025

A GDPR-compliant, multi-channel communication platform for clinical research studies. Researchers send templated messages, reminders, and conversational follow-ups to study participants across WhatsApp, Signal, Telegram, SMS, and email. Currently in active use within a **randomized controlled trial** at a Dutch academic medical center.

02 Hosting & Infrastructure

- **Data centers** — Hetzner (Germany & Finland), ISO/IEC 27001:2022 certified.
- **Processor agreement** — Data Processing Agreement signed with hosting provider.
- **Encryption at rest** — Disk-level encryption enabled on all servers.
- **Encryption in transit** — TLS; HTTPS forced on all endpoints.
- **Backups** — Rolling 7-day, stored at a secondary Hetzner location.

04 Compliance Framework

- **Regulatory basis** — GDPR-compliant by design.
- **Per-study DPA** — Signed with the executing institution for each study.
- **Operational responsibility** — Stichting Women's Health (Dutch foundation, KvK 91808782).
- **WhatsApp transfer basis** — Meta Cloud API; covered under the EU-US Data Privacy Framework (Meta certified).
- **Ethics approval** — Used in clinical research approved by the ethics committee at a Dutch academic medical center.

06 Roadmap notes

PLANNED Multi-factor authentication — Q2 2026.


ON REQUEST Additional channel integrations available.


03 Data Protection


- **Message retention** — 7-day default, configurable per study, automated cleanup.
- **Study data retention** — Managed by the executing institution per their research data policies.
- **Audit logging** — All user actions, data views, exports, and message activity logged for incident review and formal audits — not proactive monitoring.
- **Access control** — Role-based: institution admin, study admin, researcher, viewer.

05 Communication Channels

 **WhatsApp Business Cloud API**
Meta-hosted; 24-hour customer-care window enforced.

 **Signal**
Self-hosted bridge.

 **Telegram**
Bot API integration.

 **SMS**
Multiple provider support.

 **Email**
Multiple ESP integrations.

 Channel selection per participant; consent verified before every outbound message.

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GENERAL & TECHNICAL

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For technical evaluation questions or detailed documentation.

For technical evaluation requests, demo access, or detailed documentation, please contact us directly.