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Cardihab demonstrates robust information security management through BSI certification to ISO/IEC 27001

Founded in 2016, Queensland-based Cardihab is a fast-growing digital health company that helps patients achieve optimal health when living with, or at risk of, heart disease. Its digital cardiac rehabilitation (DCR) solution uses smartphone apps and web portals that enable clinicians to deliver – and patients to access – more convenient, flexible and engaging rehabilitation services.

From the outset, Cardihab has been committed to the highest standards of governance, regulatory compliance and risk management. The company's BSI certification to ISO/IEC 27001:2013

demonstrates its responsible approach. In particular, the certification benefits Cardihab by showing its customers, including major insurance companies, that it has built a robust information security management system (ISMS) that delivers its DCR solution securely. Ultimately, DCR users – clinicians and patients – can be similarly reassured that medical details and personal information will remain private.

The BSI certification strengthens Cardihab's business credentials and underpins its commercial offering in the competitive healthcare market.

bsi ISO/IEC 27001 Information Security Management CERTIFIED

Find out more: bsigroup.com/en-AU/

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"Achieving BSI certification to ISO/IEC 27001:2013 is an important step in the recognition of the strength of our operations and systems in meeting the rigor of international security and compliance standards. A huge amount of planning, training, assessment, evaluation and time is invested in our governance practices and this certification demonstrates our commitment to our customers, patients, partners and shareholders."

Helen Souris, CEO, Carbihab

Client challenge

Cardihab's clinician portal enables medical professionals to provide personalized virtual care plans aligned with clinical guidelines and best practice, so they can focus on patient care rather than processes. For patients, Cardihab's user-friendly apps allows them access to support whenever they need it, wherever they are, using their smartphone, tablet or PC.

In developing its DCR solution, Cardihab was acutely aware of today's constant threats to digital security and data privacy, as well as the sensitivity of customers – including major health insurance brands – and patients to such risks. Stefan Granitzer, Product Manager, Compliance and Governance, explains, "We set out to implement strong quality and information security management policies and processes. Right from the start, we wanted to build firm foundations that would scale up seamlessly alongside the growth of the business."

While the company's thorough approach reflected its founding principles of conducting business responsibly, a key challenge remained: how could it convince customers and prospects that its ISMS was secure?

BSI solution

Stefan Granitzer and Helen Souris saw a solution in BSI certification to ISO/IEC 27001:2013, the globally recognized standard for information security management. Souris comments, "We realized that achieving this certification would reassure all our stakeholders by demonstrating our dedication to safeguarding client data and our ongoing commitment to uphold the highest security standards for all information assets."

During 2023, Cardihab successfully passed through BSI's rigorous certification audit process, to ensure its ISMS met all the requirements of ISO/IEC 27001. These included systematically examining information security risks to the business, implementing comprehensive controls to address those risks, and adopting an overarching management process to ensure that the controls continue to meet ongoing needs.

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Benefits

Cardihab's BSI certification to ISO/IEC 27001:2013 proves that its ISMS is comprehensive, with strong policies and processes in place. It shows the company's commitment to protecting patient data and reassures customers and stakeholders that all the information it handles is managed safely.

BSI certification delivers on Cardihab's commitment to robust corporate governance, risk management and regulatory compliance, boosting its business credentials and giving it a crucial commercial edge in the competitive and highly regulated healthcare market.

Souris concludes: "Our BSI certification to ISO/IEC 27001 has already proved vital in winning the confidence of some major customers – and growing our innovative business."

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Why BSI?

Stefan Granitzer comments: "BSI certification is based on their auditors' deep expertise and audit rigor, while the BSI name is widely recognized and respected in the medical devices market. We didn't feel the need to look for any other certification partner."