

# FAQs: C5 Criteria for Cloud Computing Services under SGB V

**Question:** Is Parloa a Cloud Computing Service that requires a C-5 certificate according to SGB V and/or the C5-Gleichwertigkeitsverordnung – C5GleichwV ?

**Answer:** No. Parloa is **not** a Cloud Computing Service as defined in German **SGB V** and in the European **NIS-2 Directive**.

Parloa does not fall under the definition of a Cloud Computing Service as defined in these legislations for the following reasons:

- The , making this definition the prevailing - as European - definition of a Cloud Computing Service.
- This European definition of Cloud Computing Service was mirrored in the German draft bill of the Digital Act - Gesetz zur Beschleunigung der Digitalisierung des Gesundheitswesens (**Digital-Gesetz – DigiG**) as drafted by the German Federal Ministry of Health.
- This definition of Cloud Computing Service was also introduced by the DigiG into the SGB V - see the following overview:

Art 6 Nr 30 NIS-2-DR (English)	Art. 6 Nr. 30 NIS-2-RL (German)	<a href="#">§ 2 Nr. 4 RefE NIS-2-Umsetzungs- und Cybersicherheitsstärku ngsgesetz - RegierungsEntwurf</a> (Stand Juli 24)	<a href="#">§ 384 Nr. 5 SGB V</a>
(30) ‘cloud computing service’ means a digital service that enables on-demand administration and broad remote access to a scalable and elastic pool of shareable computing resources, including where such resources are distributed across several locations;	„Cloud-Computing-Dienst“ - einen digitalen Dienst, der auf Abruf die Verwaltung und den umfassenden Fernzugang zu einem skalierbaren und elastischen Pool gemeinsam nutzbarer Rechenressourcen ermöglicht, auch wenn diese Ressourcen auf mehrere Standorte verteilt sind.	„Cloud-Computing-Dienst“ ein digitaler Dienst, der auf Abruf die Verwaltung eines skalierbaren und elastischen Pools gemeinsam nutzbarer Rechenressourcen sowie den umfassenden Fernzugang zu diesem Pool ermöglicht, auch wenn die Rechenressourcen auf mehrere Standorte verteilt sind;	Cloud-Computing-Dienst einen digitalen Dienst, der auf Abruf die Verwaltung und den umfassenden Fernzugang zu einem skalierbaren und elastischen Pool gemeinsam nutzbarer Rechenressourcen ermöglicht, auch wenn diese Ressourcen auf mehrere Standorte verteilt sind.

**Question:**

Why does Parloa’s platform not fall in the scope of the definition?

**Answer:**

The terminology of a Cloud Computing Service is not applicable to Parloa’s platform - neither from the scope nor from the technical specifics:

- SGB V requires a C5 standard for “**Cloud Computing Services**”.
- The definition of Cloud Computing Services as defined in SGB V and NIS-2-Directive contains certain technical criteria that do not apply to Parloa’s platform as the platform does not offer ***on-demand administration and broad remote access to a scalable and elastic pool***.
- Next to this, the C5 standard requires technical standards which can only technically be met by Cloud Computing Services as they relate to cloud related aspects which are not (a technical) part of Parloa’s product.

- Recital 33 of NIS2 defines that service must meet the following criteria to be considered as a Cloud computing service:

*“Cloud computing services should cover digital services that enable **on-demand administration** and **broad remote access to a scalable and elastic pool of shareable computing resources**, including where such resources are distributed across several locations.*

- Parloa does not offer all of the technical must - features considered as must-criteria for a service to be considered a Cloud Computing Service under the definition of European regulation and German law: we do not offer **on-demand administration** and **broad remote access to a scalable elastic pool** as required by Art 6 and Recital 33 of NIS-2 Directive:

- Must criteria **“on demand”** (Recital 33):

*(33) Cloud computing services should cover digital services that enable **on-demand administration** and broad remote access to a scalable and elastic pool of shareable computing resources, including where such resources are distributed across several locations.*

...

*The capability of the cloud computing user to unilaterally **self-provision** computing capabilities, such as server time or network storage, **without any human interaction** by the cloud computing service provider could be described as on-demand administration.*

Parloa does not offer on-demand administration to users in the form of self-provision without any human interaction as required for a Cloud Computing Service in the legislation.

- Must criteria **“elastic pool”** ( Recital 33):

*The term **‘elastic pool’** is used to describe computing resources that are provided and released according to demand in order to rapidly increase and decrease resources available depending on workload.*

Parloa does not offer services in the form of access to an elastic pool which decreases and increases resources solely depending on workload.

This also applies to computing resources. This must-criterium is technically not met.

**Question:**

Does Parloa provide a C5 certificate?

**Answer:** Parloa does not offer the technical features of a Cloud Computing Service. Parloa offers a solution on Azure, which is a Microsoft Service and falls under the legal definition - this service is considered a Cloud Computing Service as defined in NIS 2 and SGB V. Azure has a valid C5 certification. Please find additional information here: [Azure C5](#).

**Question:** Does Parloa offer similar security measures?

**Answer:**

Parloa is not considered a Cloud Computing Service, but we offer the following standards, with ISO 27001 being one of the standards listed in the C5-Gleichwertigkeitsverordnung (C5GleichwV):

<b>Parloa Standards</b>
- has been certified with its ISMS according to ISO27001:2022 by TÜV Rheinland since 2022
- has been certified with the AICPA's Industry Standard for Information Security for SOCII Type 1 and Type 2 since 2023
- is certified with the PCI DSS v.4 standard and can process payment transactions according to the standard
- complies with the legal requirements of HIPAA from the USA for the processing of health data