

Organizations in the Netherlands must demonstrate control over patient health data in accordance with the NEN 7510 standard.

### Microsoft and NEN 7510:2011

Microsoft has analyzed its current certifications and assurance statements and created a mapping between those assurances and the controls in the NEN 7510 standard for which Microsoft is responsible as a cloud service provider. Microsoft then hired KPMG (an independent auditor) to review the control mapping to NEN 7510, which resulted in the Office 365 and Azure NEN 7510 Coverage Report. The report clearly demonstrates which NEN 7510 controls are covered by Microsoft and which controls remain to be covered by the customer. It can, therefore, help customers determine which additional controls they must implement to ensure that their use of Microsoft cloud services to store or process patient health information is in compliance with NEN 7510.

### Microsoft in-scope cloud services

- Azure and Azure Government  
[Learn more](#)
- Intune
- Office 365  
[Learn more](#)

### Audits, reports, and certificates

- [Office 365 and Azure NEN 7510 Coverage Report](#)

### How to implement

#### NEN 7510 Coverage Report Guide

A resource to help customers adopt Microsoft cloud services so they are compliant with NEN 7510.

[Learn more](#)

### About NEN 7510

The [Nederlands Normalisatie Instituut](#) (Dutch Normalisation Institute), a standards-setting foundation and part of the central government of the Netherlands, developed the [NEN 7510:2011 standard](#). Organizations in the Netherlands that process patient health information must demonstrate control over that data and their organization consistent with the requirements set out in the standard.

Microsoft is not itself subject to NEN 7510, but its cloud customers in the healthcare sector need to establish that they comply with NEN 7510 with respect to solutions built on the Microsoft Cloud. Microsoft cloud services undergo various periodic certifications and audits, some of which include elements closely related to requirements specified in the NEN 7510 standard.

### Frequently asked questions

#### Is a customer who uses Microsoft Online Services compliant with NEN 7510?

Demonstrating NEN 7510 compliance is the responsibility of the Dutch healthcare organization (the “customer”). It requires the organization to implement an information security management system and to address risk with appropriate technical and organizational measures.

When using a cloud services vendor, customers typically demand assurances from the vendor, and add their own technology and organizational decisions, choices, and processes. This results in an overall assessment by the customer on its NEN 7510 compliance, which can be submitted for review or certification to a third-party auditor. The NEN 7510 coverage report provides insight into which NEN 7510 controls are covered by Microsoft Online Services, but does not cover end-to-end compliance.

### **Is Microsoft compliant with NEN 7510?**

For Microsoft in its role as cloud service provider, NEN 7510 compliance is not the objective, nor is it technically feasible. When a customer implements or uses Microsoft Online Services, those services may be in scope of an NEN 7510 evaluation. However, the organization must add its own (additional) controls, choices, and processes that are part of the overall NEN 7510 evaluation. The objective of the report is to demonstrate that a healthcare entity can adopt the Microsoft Online Services in a manner that is compliant with NEN 7510.

### **The report does not show 100% coverage; is full NEN 7510 compliance not feasible?**

Microsoft Online Services provide many controls that help organizations within Dutch healthcare with their NEN 7510 compliance needs. However, an organization needs to complement those vendor assurances with their own implementation choices, additional technology controls, and administrative processes. The report shows over 94 percent direct coverage of the full list of applicable controls. For the remaining controls, Microsoft provides guidance in the report on how compliance with those controls can be demonstrated.

**Note** Implementing the full list of controls is not the primary purpose of NEN 7510 (although the large coverage of Microsoft Online Services does help). NEN 7510 mandates the implementation of a risk-based information security system that can be used by an organization to determine which controls are applicable to them.

### **Is the NEN 7510 coverage report a legally binding document?**

No. It is a supporting tool for the customer's internal NEN 7510 assurance process and helps to establish confidence and trust that NEN 7510 compliance is feasible. The report (created by independent auditor, KPMG) has a descriptive status and includes a legal disclaimer.

### **Can we share this report?**

The report is provided to you under a non-disclosure agreement (NDA) on the basis that it is for customer information only and that it will not be copied or disclosed through channels other than the Microsoft [Service Trust Portal](#). Customers can share the report with their own internal or external auditor as part of their compliance or assurance processes.

## **Additional resources**

- [About NEN and standardization](#)
- [Microsoft Online Services Terms](#)