

Cybersecurity through the lifecycle of connected devices

Device management is vital throughout the product lifecycle. This document describes cybersecurity measures during the lifecycle of connected devices.

Installation

An important step to cybersecurity is to upgrade the device to the latest recommended firmware version when put in operation. This shall be done when the device is installed.

In service

Available firmware versions are provisioned through the Device Management Platform, i-care® online. We strongly encourage to perform the recommended updates as soon as possible.

As cyber security is a constantly moving target, the latest firmware version provides the most secure defense.

Decommissioning

When decommissioning a Careium device, it is safe to know that no personal data is saved in the device.

End of life products

Careium devices are supported with an additional 3 years with firmware security patches after the hardware is declared end of life.

Disclaimer:

- If a supplier of vital parts of the equipment goes out of business or for any other reason has no possibility to support patches, Careium will do its best to support the updates but may not be able to fulfil 3 years of updates.
- Availability of security update support may vary by device and market and will be reviewed on a periodic basis. Security update support is subject to change due to, but not limited to, external circumstances and force majeure, out of Careium's control.