



Security, Privacy, and Compliance at Planet DDS

A Comprehensive Guide for
DSOs, CIOs, and CTOs

Made for DSOs: Trusted, Secured, and Certified

Securing sensitive data and protecting interactions in dental practice management systems and patient records is more than just a compliance responsibility; it is our passion.

At Planet DDS, we earn your trust daily by going beyond policies and checkboxes. We embed security and data privacy into our culture, ensuring they are integral to our solutions, cloud-hosting environments, and daily operations.

We set high standards for ourselves and the industry, especially for healthcare and dental support organizations (DSOs) where protecting the PHI is vital. Leveraging cloud-based architecture enables us to ensure that our systems are highly available for use by our clients. Our comprehensive approach meets all legal and regulatory requirements, including HIPAA and PCI, while minimizing the effort needed to demonstrate continuous compliance.

[Visit our Trust Center to download reports and certificates.](#)

[Learn more about the Planet DDS platform features.](#)



Applications, Data, and Integrations



Restricted Access

Planet DDS solutions support role-based access for your staff by incorporating the principle of “minimum necessary,” which enables your practice to determine which features and functions are needed by role and to set time of day or location parameters for access to data. SSO and MFA capabilities are available to connect seamlessly to your identity management systems.

All access events are logged and failed login attempts are monitored for suspicious activity.

Data Protection

Based on data classification, appropriate security measures are applied to data in transit and data at rest. We use strong encryption at every layer of our solutions by providing client-side encryption, server-side disk encryption, and secure messaging as well as strong identification and authentication.

Data is further protected through logical separation with separate data stores for your data.

Secure Integrations

There is no need to rely upon old-school screen scraping technologies to integrate your workflows.

Our DentalOS™ approach offers the largest feature set within a single platform as well as secure integrations with top vendors, including AI diagnostics, claims, and payments. Integrations come with secure key exchanges, secure API coding practices, anomalous behavior detection, and integrity monitoring.

Cloud-Hosted Infrastructure



Modern, Ready-to-Scale Infrastructure

We leverage top-tier cloud-hosting partnerships with **Microsoft Azure, AWS, and Google Cloud** to provide US-based, containerized and up-to-date computer and storage resources.

Our cloud-hosted infrastructure is designed to scale up in real time, eliminating the need for constant projects to expand or up-size the infrastructure as your operations grow.

Administrative Access

Administrative access to the platform and infrastructure by the Planet DDS team is based on the minimum necessary principle and includes a privileged access management (PAM) system with pre-defined role-based permissions and approval groups, time-limited and conditional access sessions, administrative VPN, and multi-factor authentication (MFA).

Disaster Recovery and Business Continuity

Designed to help your practice continue operations through any kind of disruption, we employ strategies at multi-levels of the infrastructure and data architecture, including:

- **Multi-region configuration with active-active failover**
- **Encrypted backups**
- **Critical data available at backup.denticon.com, enabling patient services to continue during major disruption**
- **Optional BCP Data Share offering supporting data synchs to your own data warehouse**

Cybersecurity Detection and Response

Planet DDS's Cybersecurity and Compliance team includes security engineering, security operations, compliance, and risk management. Our security operations include a 24x365 Security Operations Center (SOC) through our MXDR partner.

Our Microsoft-based security platform includes web application firewalls, vulnerability assessments, endpoint protection, security monitoring and alerting (SIEM), data loss prevention, and secure software scan tools.



24x365

**Security
Operations
Center**

Audit and Compliance



SOC2 Type 2 External Audit

Planet DDS leads the industry with proactive support through our SOC2 Type 2 annual third-party audit. We give clients full transparency into our Trust Services Criteria control environment covering security, privacy, confidentiality, and availability.

The latest report is available for download from our [Trust Center](#).

HIPAA

As a HIPAA business associate to your organization, we ensure compliance with all applicable requirements under the HIPAA Security, Privacy and Breach Notification rules for HIPAA. These controls are included in our annual SOC2 Type 2 audit.

All unauthorized data disclosure events are assessed using the HIPAA Breach Risk Assessment process guidelines from the Department of Health and Human Services. Confirmed disclosures requiring notification are communicated immediately.

PCI

We are considered a Level 2 Service Provider under the Payment Card Industry – Data Security Standards. 100% of credit card transactions are tokenized using PCI Level 1 certified payment processors.

Penetration Tests

We conduct internal and external penetration tests using approved third-party testing organizations.

Privacy

Privacy inquiries can be sent to privacy@planetdds.com.

Liz Duncan, Director of Cybersecurity and Compliance, serves as the Planet DDS Privacy Officer. Liz has more than two decades in security, privacy, and compliance as well as a law degree focused on technology.

Learn More

Want to learn more about how Planet DDS solutions can strengthen security and compliance for your DSO?

CONTACT US TODAY





denticon | apteryx | cloud 9

Planet DDS is a leading provider of a platform of cloud-based solutions that empowers growth-minded dental businesses. Now serving over 13,000 practices and 118,000 customers in North America, Planet DDS delivers a comprehensive suite of solutions, including Denticon Practice Management, Cloud 9 Ortho Practice Management, and Aptyeryx Cloud Imaging. Planet DDS is dedicated to enabling dental support organizations (DSOs) and groups to grow and thrive with technology that delivers seamless integrations, improved workflows, and future-proof scalability.

To learn more, visit: [**Planet DDS**](#).