

CASE STUDY

DocMorris

Industry:

Online pharmacy, telemedicine and professional healthcare

Company Size:

1,600+ employees

Location:

Active in Germany, the Netherlands, Spain, France and Switzerland

Privacy & Compliance Challenge:

Coordinating privacy efforts and documentation across decentralized, cross-border teams

Website:

<https://www.docmorris.com/>



The challenge

DocMorris AG, formerly Zur Rose Group, operates in a highly regulated sector, managing sensitive health and customer data across several European markets. With teams and operations spread across countries, ensuring consistent privacy governance was a challenge. Documentation processes varied by location. Collaboration on RoPA, DPIAs, and vendor reviews was fragmented. DocMorris needed a central system to unify its privacy operations, reduce duplication, and support teams working under different legal and language frameworks.

The solution

Responsum provided a single source of truth for DocMorris's privacy program. Core documentation, such as RoPAs, vendor assessments, and DPIAs, was centralized and made accessible across business units. Teams could work in parallel while maintaining consistent data structures and version control.

Collaboration tools and automated workflows helped streamline task management, reduce handovers, and improve visibility into compliance status across regions.

Real-world impact

With Responsum, DocMorris eliminated silos and improved consistency across its privacy activities. ***"Responsum keeps our teams connected across countries without missing a beat,"*** says Carolina Souvion, Head of Group Data Protection and Compliance at DocMorris.

Centralization led to fewer errors and faster responses to internal and external data requests.

The ability to automate updates and assign tasks across teams gave the DPO and stakeholders better oversight and reduced reliance on manual coordination.

Overall experience

Responsum became the foundation of DocMorris's privacy management.

"The platform simplifies cross-border collaboration and makes it easy to align with our internal privacy strategy," says Souvion. With a clear overview of tasks, documents, and compliance risks, teams work more efficiently and feel more involved in privacy management.

Why Responsum?

DocMorris chose Responsum for its:

- **Cross-border collaboration** without friction
- **Unified RoPA, DPIA, and vendor workflows** in one platform
- **Clear task ownership** across departments and countries
- **Real-time visibility** into privacy compliance status

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Carolina Souvion

Head of Group Data Protection and Compliance / Senior Legal Counsel

Interested to learn more? Let's get in touch!

Or, try Responsum for free today and see how it can transform your data privacy management.

Try for free

Book a demo