SurgeryWeb Data Flow for online form submissions

Patient/user submits an online form from the Practice website. Website uses TLS 1.2 AES with 256 bit encryption.



Data is stored in practice database so that entry can be viewed by authorised Practice staff in website dashboard. Practice database is stored on a server provided by Catalyst2 in a UK Data Centre utilising multi-layered security and ISO27001 and ISO9001 compliance.



Data is encrypted using AES 256 bit and stored in database for 30 days then automatically removed by the Content Management System (CMS)





Backups of the database which contain submitted data from previous 30 days are encrypted and stored for 14 days on UK-based server provided by Dropbox

An email containing the submitted values/data is encrypted using AES 256 bit and sent to the practices specified secure @nhs.net email address



The practice receives the encrypted email in their secure NHSmail mailbox and processes the data for the purpose which the form was originally submitted.