Data Security

Recordings & Data

X-on stores information on text messages sent to patients and call recordings. The storage of this and other data is governed by the NHS IGT (Information Governance Toolkit) regulations and X-on is a registered supplier.

Aspect	Security
Patient Identifiable Data	Call recordings and SMS Messages are encrypted at rest
Consoles	Call recordings are accessed through secure encrypted connections via password controlled access
Data Retention	All data is permanently deleted after agreed retention periods or can be deleted on demand by a Manager.
Storage	All data is securely held in UK data centres under the control of X-on
Data Safety	Geographic redundancy to avoid data loss in a major disaster

Cloud storage provides clear advantages over traditional on-site systems. Along with the cost benefits, there is peace of mind that comes with knowing your data is stored safely off-site, and not at the mercy of good fortune as is the case with local backups, where fire, flood, theft, accidental deletion, malware or internet attacks may result in permanent data loss.

Access to encrypted data is restricted to authorised users with appropriately strong passwords, and meeting preset criteria. For example, call recording access can be restricted to extensions or phone numbers dialled, or to defined IP addresses or ranges, public or private.

Integration Security

With Patient Management Software Integration, we are able to temporarily store data extracted from the software's database during the identification of patients. This is in line with the Caldicott principles such that the minimum amount of data required to identify uniquely the patient is used, for example the calling number and month of birthday. This data is then permanently erased after use.

Security Compliance Standards

X-on maintains accreditations with **ISO 9001** (Quality Management of Systems requirements), **ISO 27001** (information security standards), **ICO** (data protection act compliance), **IGT** (NHS digital services access requirements), are a **Crown Commercial Service Supplier** and are **PCI-DSS** (credit card security rules) Level 1 Providers.

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