

[www.overtonparksurgery.com](http://www.overtonparksurgery.com) is provided by the company My Surgery Website.

**They have released the following statement to us regarding the warning in the browser window that the website is not secure:**

My Surgery Website takes the security of your website extremely seriously. Let me assure you that your website is secure and that you don't need to take any action. If you (or your patients) have noticed a warning in the browser address bar stating the website is "not secure", this does not mean there is a problem it simply means that the site does not have a security certificate. This warning has come out on a recent update of the Chrome Browser. Patients browsers will have auto-updated recently and now they are seeing the warning. You will notice that this disappears on our online forms as they have a certificate and have all the necessary security protocols in place. Allow me to explain:

When a patient uses your website, they do so in one of 2 ways:

- 1) They browse for information or
- 2) They submit information

Naturally, when they are simply browsing, there is no requirement for a browser to be encrypted as no information is sent. Up until recently, to do so would add cost but no value... however this is about to change. When a patient submits information via an online form they seamlessly transferred over to the [mysurgerywebsite.co.uk](http://mysurgerywebsite.co.uk) domain which has all necessary security and encryption in place.

Because of these new warnings we are in the process of rolling out SSL security certificates on the across all sites. This will happen in the background and will require no further action from yourself. You won't even have to notify patients.

In case you are interested, here is a full breakdown of our security credentials which are custom built to meet Information Governance Requirements:

You can find My Surgery Website's ICO registration page and an outline of our data processing statement here: <https://ico.org.uk/ESDWebPages/Entry/Z1250309>

Personal data submitted via the My Surgery Website prescription, appointment or online forms systems is held for a maximum of 12 months after which time it is automatically deleted. Customers can also delete the records manually at any time.

All of our website data is stored in encrypted databases hosted on UK based servers. Our prescription, appointment or online forms systems transfer data over the secure HTTPS protocol. Our SHA2 security certificates are up to date and valid.

**If you have any further concerns, please contact the IT Manager at Overton Park Surgery.**