

Surgery Hero Service Definition

What is Surgery Hero

Surgery Hero helps people prepare for and recover from their surgery. We do this by giving our members a tailored programme that's designed to tackle their specific modifiable risk factors as well as a coach to support them throughout.

Security and Data Protection

Surgery Hero maintains control over the locations for data storage and processing, which include the United Kingdom, the European Economic Area (EEA), and other jurisdictions.

- **Datacentre Security:** The security configuration of the datacentre adheres to a recognised standard, such as CSA CCM v4.0 or SSAE-18 / ISAE 3402.
- **Penetration Testing:** Penetration testing, structured as an 'IT Health Check,' is conducted at least annually by a CREST-approved service provider.
- **Data at Rest:** All data at rest is protected through the encryption of all physical media.

Onboarding and Offboarding Support

Surgery Hero provides pre-contract and onboarding support, including online training, demos, and WCAG 2.2 AA compliant PDF documentation. Included services in the contract price are hosting, human peri-operative support/coaching, and reporting. A detailed Service Level Agreement (SLA) is available upon request. Users can request their data be extracted by contacting Surgery Hero staff after the contract concludes.

Service Constraints

There are no service constraints.

Customisation

Customisable elements include learning content, reporting schedules, and logos/branding. Surgery Hero staff will perform this customisation during the onboarding and training process with the payor.

Performance

Quarterly business reviews and reports can be emailed / shared at agreed time intervals

Availability

The Surgery Hero service offers comprehensive, 24/7 support primarily through a mobile application available on both iOS and Android. Beyond the app, users can access support via email (with a response within 1 working day), live phone and web chat assistance during UK business hours (9:00 AM to 5:00 PM UK time, Monday to Friday), and the option of onsite, in-person support.

Support

Dedicated support (to suit client requirements) is available. Clients can benefit from extensive support and training beginning at the point of purchase, continuing through onboarding, and as needed thereafter (this is available on site and on phone as required). A dedicated account manager is assigned to each client.

Technical requirements

Recent versions of iOS or android smartphones are required

Outage and maintenance management

Data collected on the platform is hosted in the cloud with ISO 27001 (International Standard for Information Security Management) compliance.

All communications are secured with encryption and authentication using the following:

- **Protocol:** TLS 1.2
- **Key Exchange:** ECDHE_RSA with P-256
- **Cipher:** AES-128-GCM using 2048-bit keys

All data is encrypted regardless of its classification. Access control can be defined down to the field level if necessary.

The service reports any outages via email alerts.

Hosting options and locations

Surgery Hero utilises UK servers (Google & AWS) for storing data in relation to UK Projects.

If data needs to be processed outside the UK/EU, we will take appropriate measures to ensure Personal Data remains protected in compliance with applicable data protection laws, including the GDPR/UK GDPR, and is not used in a manner inconsistent with the Surgery Hero Privacy Statement.

Access to data

Users have the option to request the extraction of their data (in limited and defined circumstances as applicable) by contacting Surgery Hero personnel.

Security

Surgery Hero's security programme is aligned to ISO27001 and other applicable international standards. Policies span data classification, incident management, SDLC, vulnerability management and access control.