

GP SHARE SECURE FILE TRANSFER



Service Overview

GPShare is a secure, cloud-based file transfer service designed to enable the safe exchange of sensitive information between organisations, professionals and external parties.

The service is purpose-built for environments where email attachments and consumer file-sharing tools are unsuitable due to security, confidentiality or compliance risks. GPShare provides a controlled, auditable and user-friendly alternative that supports the secure sharing of files containing personal, sensitive or confidential information.

The service is delivered as a managed, subscription-based platform, reducing operational risk while improving confidence in information sharing.

Service Objectives

The objectives of the GPShare Secure File Transfer service are to:

- Enable secure exchange of sensitive and confidential files
- Reduce reliance on insecure email attachments and ad-hoc file sharing tools
- Improve control, visibility and auditability of information transfers
- Support compliance with data protection and information governance requirements
- Simplify secure collaboration with internal and external parties
- Reduce the risk of data loss or unauthorised disclosure

Intended Customers

GPShare is suitable for public sector and regulated organisations that need to transfer sensitive information securely. This includes healthcare providers, primary care organisations, local authorities, education providers, emergency services and suppliers handling personal or confidential data.

The service is suitable for organisations of varying size and can be used for routine operational sharing or higher-risk, ad-hoc transfers.

Scope of Service

GPShare provides a secure platform for sending and receiving files via encrypted links rather than traditional email attachments.

The scope includes secure file upload and download, access controls, expiry settings, audit logging and user management. Files are stored securely within the platform for defined retention periods and can be accessed only by authorised recipients.

The service does not require recipients to hold GPShare accounts, supporting secure exchange with external organisations and individuals.

Service Delivery Approach

The service is delivered as a cloud-based platform with minimal onboarding complexity.

Initial setup includes configuration of organisational settings, branding where required, user access controls and retention policies. Organisations can define who is permitted to send files, receive files or both.

Users upload files through the GPShare interface and generate secure links for sharing. Access can be restricted by recipient, time-limited expiry and download controls. All access and activity is logged for audit and assurance purposes.

The platform supports secure sharing both within an organisation and externally, enabling collaboration while maintaining control over sensitive data.

Key Features

GPShare provides encrypted file transfer using secure links, with configurable access controls and full audit logging. Files are protected in transit and at rest, and sharing can be time-limited or revoked if required.

The service is designed to be simple for end users while providing strong governance and oversight for administrators.

Benefits

The service significantly reduces the risk associated with sending sensitive data via email or consumer file-sharing services. Organisations gain greater confidence that information is shared securely and only with intended recipients.

Audit logs and access controls support investigations, compliance checks and assurance activities, while ease of use encourages adoption and reduces workarounds.

Support Levels

Standard support included with the service. All customers have a dedicated account manager with whom they can escalate support if needed.

Pricing Model

Pricing is based on the number of users who require access and a fee per transfer sent. The service is provided on a fixed subscription basis to ensure predictable and transparent costs. All pricing is agreed prior to service commencement.

Security and Compliance

GPShare uses encryption to protect data in transit and at REST and incorporates access controls and audit logging to support compliance with data protection and information governance requirements.

The service is suitable for use in regulated environments where secure information sharing is required.

Onboarding and Offboarding

Onboarding includes platform setup, configuration and initial user enablement. Offboarding includes account closure, data retention handling and secure termination of access.

Service Availability

The service is available continuously, with platform access provided 24/7. Support is delivered during business hours as standard, with enhanced options available by agreement.

Service Outcomes

Outcomes include secure, auditable file transfers, reduced data sharing risk and improved confidence in information governance practices.

Contact and Escalation

Clear contact details, support routes and escalation processes are provided at service commencement to ensure timely assistance throughout the service lifecycle.

Service Constraints and Dependencies

The service provides secure file transfer but does not control how recipients store or further distribute files once downloaded. Organisations remain responsible for ensuring appropriate use of shared information.

Internet access is required to use the service.

About Us

IT Auxilium Ltd is a UK technology services provider delivering secure, dependable IT solutions where reliability is critical.

Healthcare is a core specialism. Through our dedicated divisions, GP IT Services and Health IT Services, we support General Practices, Primary Care Networks and independent healthcare providers with IT designed for clinical environments and aligned to NHS frameworks and UK security standards.

Beyond healthcare, IT Auxilium applies the same disciplined, security-led approach to all businesses we support. From managed IT and cybersecurity to cloud services and digital transformation, we provide proactive monitoring, clear accountability and responsive UK-based support, acting as a trusted extension of our customers' teams.

Health IT Services & GP IT Services are trading names of IT Auxilium Ltd.

Additional Support Services

Cyber Essentials (Plus) Consultancy & Audit

Our Cyber Essentials and Cyber Essentials Plus Consultancy and Audit service guides organisations through scoping, gap analysis, remediation and certification. We align with NCSC and NHS expectations, managing audits end to end to achieve certification efficiently and with minimal disruption.

NHS Data Security and Protection Toolkit (DSPT) Support

Our NHS Data Security and Protection Toolkit (DSPT) Support service provides structured guidance to achieve and maintain compliance. We assess readiness, address gaps, prepare evidence and support submissions, ensuring alignment with NHS requirements while reducing risk and administrative burden.

Artificial Intelligence (AI) Readiness Assessment and Advisory Service

Our Artificial Intelligence Readiness Assessment and Advisory Service helps organisations evaluate capability, risk and governance before adopting AI. We assess data maturity, security and compliance, providing clear recommendations to enable responsible, safe and value-driven AI adoption.

Microsoft 365 Migration & Onboarding

Our Microsoft 365 Migration and Onboarding service ensures a smooth, secure transition with minimal disruption. We plan, migrate and configure your environment, apply security best practice and support user adoption, enabling organisations to realise value quickly and confidently.

Backup & Disaster Recovery

Our Backup and Disaster Recovery services provide comprehensive protection across endpoints, Entra ID, Microsoft Azure, Microsoft 365 and Google Workspace. We deliver secure, automated and monitored backups with clearly defined recovery options, helping organisations restore systems and data quickly following cyber incidents, accidental deletion or service disruption. Our approach is designed to support business continuity, regulatory expectations and operational resilience, ensuring critical data remains protected, accessible and recoverable when it matters most.

Medical-Grade Cloud Based Temperature/Environmental Monitoring Data Logger System

Our medical-grade, cloud-based temperature and environmental monitoring service provides continuous automated monitoring, real-time alerts and auditable records for regulated environments. It replaces manual checks, reduces risk and supports compliance, inspections and operational assurance across single or multi-site estates.