



**AES 256, SSL/TLS**

## UNDERSTANDING ENCRYPTION & SECURITY

All drCalls.me secure video consultation sessions are protected with the latest security and encryption protocols. Our platform has been designed with healthcare practitioners in mind, capturing and sharing personal and private health information. This document explains how we protect your data through cyber security and encryption.

### What is Encryption?

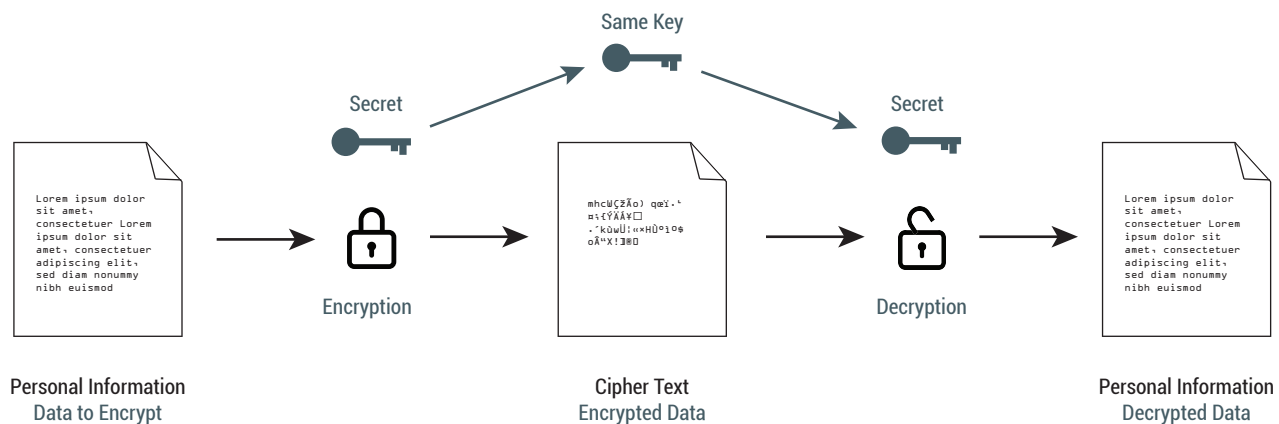
Encryption is the process of scrambling data in such a way that it becomes impossible to read in human format. To encrypt personal information within drCalls.me, we use Advanced Encryption Standard (AES) 256, a leading encryption standard, with a secret key used to encrypt and decypher information when you need it.

The AES 256 standard is the strongest encryption standard and is the first and only publicly accessible cipher approved by the US National Security Agency (NSA).

Visit **drCalls.me** for more information

## How does drCalls.me AES 256 Encryption work?

To maintain the integrity of your personal and private data, we use a secret key. The secret key is unique to your user account and is used by the AES 256 algorithm to encrypt and decrypt information that passes through it. Each key is 256 Bytes in length which gives a possible combination of  $1.1 \times 10^{77}$



Data that is provided as part of a patient record or for payment processing is encrypted in real-time using AES 256 so that any data stored in our database and via your drCalls.me dashboard is encrypted and unreadable without the secret key.

## Security

We take security seriously. The drCalls.me platform secures your web browser using Secure Sockets Layer and Transport Layer Security (SSL/TLS) Certificates. This security protocol establishes authenticated and encrypted links between your web browser and our video streaming server.

In addition to SSL/TLS, access to the drCalls.me platform is via authenticated user credentials, your username and password. Only authenticated users can access the drCalls.me platform and only doctors with a College registration number will be able to create patient records.

All streaming data (video, audio and screen sharing) is transmitted over User Datagram Protocol (UDP) and is encrypted with AES 256 using the SSL/TLS protocols.

As we develop the drCalls.me platform, we are constantly looking at ways to maintain the security and integrity of your secure video consultations and personal and private information collected and used as part of the consultation process.

**drCalls**  
SECURE VIDEO CONSULTATIONS

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