TRUST

Security and data protection overview

Health information is among the most sensitive data a person has. Here is how we protect it, in plain terms, for the people who have to check: security teams, procurement, and compliance officers.

How your information is protected

Stored in Ireland

Our database is hosted in Ireland. We would prefer Nigeria, but our infrastructure provider has no African region yet. We say so here and will move if that changes.

Encrypted in transit and at rest

Nothing moves between your device and us unencrypted, and nothing sits on disk unencrypted. Our site is served over HTTPS only, with browser protections that stop it being embedded in another site or downgraded.

Access enforced by the database

Every table that holds patient information carries row-level rules inside the database itself. A mistake in an app screen cannot show one person another person's record, because the rule is checked on every query.

Every clinical action is attributed

When a doctor reviews a case, the record carries their name. Where no doctor has reviewed something, we show nothing rather than a reassuring label.

Card details never reach us

Payments are handled by Paystack. Your card details are held by Paystack, not by TarragonHealth.

You decide who sees your record

Family can follow your record only if you invite them, and you can stop sharing at any time. Paying for someone's Membership does not open their record.

You see the group, never the person

If an organisation pays for Membership, each person still has their own private record and their own care team.

- Organisations see counts and group figures only, never a name beside a result, a diagnosis or a medicine.
- Figures for very small groups are not shown, so nobody can be identified by elimination.
- Care continues the same way whether an employer pays or the person pays for themselves.

A written procedure, and a clock we track

We keep a written breach-response procedure. It includes tracking the 72-hour deadline for notifying the Nigeria Data Protection Commission, so the deadline is a visible date on a record rather than something remembered.

What we do not claim

We do not claim certifications or audits we have not been awarded, and nothing here is a statement that a regulator has approved us. If your procurement process requires a specific certification or report, ask, and we will tell you exactly where we stand.

Who to contact

- TarragonHealth is registered with the Nigeria Data Protection Commission (NDPC). Registration reference: NDPC/DCP/14082.
- Our Data Protection Officer is Dr Kola Longe.
- For any question, request or complaint about your data, email privacy@tarragonhealth.ng.
- You may also complain to the NDPC about how your data is handled.

Phone +234 806 119 7940. The current version of this overview is at tarragonhealth.ng/security.