**The processing of contact forms (customer enquiries) from Front-end to Back-end/Database**

Upon submission of a customer enquiry form on the front-end, the form(s) will be both saved in the database and also sent to the client via an Email API Service such as 'SendGrid'. In regards to the front-end 'customer enquiry' form, we will also implement input field validations and 'captchas' to ensure the client receives valid enquiry forms, thus, avoiding spam.

This decision, of having forms to be both saved in the database and sent to the clients email service, was reached because of the following reasons:

a) Usability / UX -

By sending the customer enquiry forms directly to the clients email account it eliminates the need for the client to have to manually view the forms through an admin account.

b) Communication / Notification -

These customer enquiries are the main port for attaining new customers for the client, as such, they are an essential component to the business. By directing these forms to the clients email account we believe the client will be able to more effectively maintain & track these forms. Her email account is already enabled with PUSH notifications and is currently already used as her main port of contact with customers.

c) Reliability / Security -

However, we decided to not put 100% of our faith into an Email API Service, because these customer contact forms are extremely vital to our client. We have also decided to save these 'customer enquiry forms' to our applications database, for archiving and recording purposes. The customer contact forms are retained, but for each entry to the database, an email will also be posted to Nikki, ensuring the highest level of data security.