

# Data Security and Compliance

InterFAX: The Answer for Implementing Secure Cloud Fax Processes

In our modern business climate, data security and adherence to evolving compliance standards are paramount for success. That's why Upland InterFAX is eager to offer best-in-class cloud fax features to customers, so your critical data is safe, whatever your industry or location.

## Overview

InterFAX provides a secure online fax service with strong encryption and TLS access, and supports the most stringent compliance regulations worldwide to ensure data security and privacy, including HIPAA in the US and Japan's Privacy Mark compliance. In addition, we are the first and only Internet fax company to offer a fully certified outbound and inbound fax service that is Level 1 PCI DSS-compliant.

## Data Security

### Incoming Fax Encryption

Our fax service encrypts incoming faxes forwarded to you via email, via TLS, or signed email (PKI), securing the contents while in transit from our servers to your computer. You may also choose to receive fax confirmation messages for both incoming and outgoing faxes in an encrypted format.

### Outgoing Fax Encryption

InterFAX accepts your outgoing fax documents via TLS, signed email (PKI), or TLS-secured email-to-fax, so that the content of your outgoing mail is secure while in transit to your servers. For PKI, you initially obtain the InterFAX public key signature as a one-time action in order to encrypt your outbound messages.

## Details

- **Standard built-in features:** TLS/PKI encryption, "Delete Fax After Completion", authentication, audit trails
- **State-of-the-art capabilities:** active-active infrastructure, separate infrastructure, private queues, dedicated servers
- **Controlled delivery:** fax delivery via servers within geographic boundaries
- **Versatile:** PCI-DSS, HIPAA, Privacy Mark, Data Protection Act 2006
- **Groundbreaking:** first fully certified inbound and outbound PCI DSS service provider
- **Hardened IT infrastructure subsystem:** outgoing fax encryption assurance

## Protecting Personal Data: PCI & HIPAA

Personal data is any information relating to an individual's private, professional, or public life: names, photos, email addresses, bank details, medical data, or a computer's IP address. The collection and storage of personal information are essential in today's digital age, since myriad businesses and organizations use the data continuously in diverse ways.

### PCI Compliance

The Payment Card Industry Data Security Standard (PCI DSS) requirements were created to ensure that all companies processing, storing, or transmitting credit card information maintain a secure environment. If you send faxes that include full credit card numbers, you need to comply with PCI DSS. InterFAX PCI Compliant Fax is a premium security service offering you the highest level of client data protection with PCI Tier 1 certification. Faxes are sent through a hardened subsystem which has undergone rigorous compliance testing and enables PCI compliant fax transmission and reception.

### HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) makes it mandatory for health care providers and organizations to improve the efficiency of electronic transactions, while ensuring the security and confidentiality of information. Organizations must implement security and privacy measures that protect the confidentiality and integrity of "individually identifiable health information" being transmitted electronically. Thus, HIPAA regulations affect the security measures required. Features such as full audit trailing, user authentication, deletion upon delivery and TLS/PKI encryption are paramount to HIPAA compliant environments.

To remain compliant in this fast-paced, fluid age of data driven business, InterFAX has key solutions to help organizations keep critical data secure, while having the ability to stay connected with their client base and the world beyond.

### Additional Features

- Ability to hide destination fax number(s) for an added layer of security
- TLS-enabled secured communication to our Web Service servers so that sensitive fax data can be securely submitted
- User authentication enforces access roles with usernames and passwords
- Automatic fax removal of sensitive messages from our servers upon delivery
- Full audit trail of faxes sent and received, provided through our servers
- All servers are housed in secure environments, only accessible to approved personnel

### About Upland Software

Upland Software (Nasdaq: UPLD) is a leading provider of cloud-based Enterprise Work Management software. Our family of applications enables users to manage their projects, professional workforce and IT investments; automate document-intensive business processes; and effectively engage with their customers, prospects and community via the web and mobile technologies. With more than 4,000 customers and over 450,000 users around the world, Upland Software solutions help customers run their operations smoothly, adapt to change quickly, and achieve better results every day.