Highly Secure Cloud Faxing Protects ePHI Transmissions.
Security. Encryption. Compliance.

# *We're the Most Trusted Name in Healthcare Faxing.*

When it comes to transmitting ePHI by fax, Covered Entities trust eFax Corporate® to protect their patient's most sensitive information.

For nearly 20 years, eFax Corporate® has been a trusted partner for organizations that send and receive confidential and sensitive data by fax - especially in the healthcare industry.

Many of the largest health providers trust eFax Corporate to transmit millions of pages of ePHI records over our highly secure cloud fax network — an unparalleled network built with millions of dollars of investment, state-of-the-art security processes, and the most sophisticated encryption protocols available today.

As the leading cloud fax service in the healthcare industry, we have the experience and proven track record to ensure your ePHI faxes are delivered with the highest levels of security. Business Associate Agreements are also available for our HIPAA-compliant solutions.
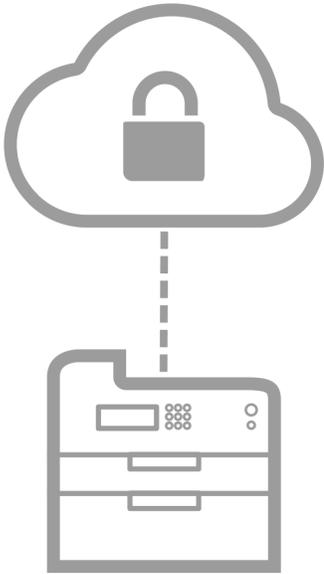
Highly Secure, Highly Encrypted Cloud Faxing for Your ePHI.

eFax Corporate provides a comprehensive approach to ensuring the security of faxes transmitted over our cloud fax network. This approach includes transmission security, online-storage security, data-center physical security, network security, operational security, and even disaster recovery and business continuity.

This holistic approach to protecting our customers' most sensitive documents, in transit as well as at rest[1], is one reason more healthcare companies trust their most sensitive data to eFax Corporate than to any other cloud fax provider.

NETWORK SECURITY

The eFax® network, part of j2 Global®, Inc., comprises 27 data centers and colocations worldwide. Our colocations are telco-grade, tier III and tier IV secure centers, with robust failover and redundancy. The network is protected using multiple next-gen firewalls, uniform Intrusion Prevention Systems (IPS) and distributed malware protection with signatures that are updated daily.

TRANSMISSION ENCRYPTION & SECURITY

eFax Corporate uses the most advanced encryption protocol — Transport Layer Security (TLS) — to transmit our customers' faxes. Additionally, with optional eFax Secure™, part of the eFax Corporate® suite of cloud fax solutions, all inbound faxes can be stored on the cloud with Advanced Encryption Standard at 256-bit encryption, for future retrieval through a secure portal, for the lifetime of a customer's account.

FAX ACCESS SECURITY

Customer faxes on the Internet are also protected via TLS encryption. Accessing new inbound faxes, or archived faxes, is restricted to authorized account holders and protected with digital certificates, using 2048-bit RSA encryption. No fax data is ever shared outside of eFax Corporate and our parent firm, j2 Global.

DATA CENTER PHYSICAL SECURITY

All customer data stored in our state-of-the-art, telco-grade colocations is protected with multiple layers of physical security — including onsite guards 24/7, video surveillance, badge-restricted access, man trap doors, and even biometric security requirements such as fingerprint identification. These colocations maintain current SSAE16 and SOC II Reports.

OPERATIONAL SECURITY

eFax Corporate and our parent company j2 Global are reviewed and tested against the best practices of ISO 27002, and are tested and certified quarterly for PCI-DSS, as well as maintaining compliance or partnership with federally mandated data-privacy regulatory guidelines, such as Sarbanes-Oxley and the HITECH Act. Additional j2 Global products are available for use with eFax services to enhance and maintain compliance for HIPAA and GLBA.

DISASTER RECOVERY & BUSINESS CONTINUITY

eFax Corporate maintains a dedicated disaster recovery site in the unlikely event of a service interruption at our headquarters, or any one of our many data centers and colocations across North America. We regularly test for disaster preparedness and provide a high level of redundancy, with N+1 network architecture and a geographically dispersed network.

1. Optional eFax Secure™ encrypts documents on the cloud and can be accessed through a secure portal.