Security & Privacy with DocuSign – an Overview

## DocuSign Assures Bank Grade Security

Security is an essential part of any software-based solution, but few business processes are as security sensitive as those involving electronic signatures.

DocuSign's security approach encompasses a number of key areas: **security assurance program, certifications, and tests**

DocuSign Security Assurance Program

A holistic approach to address:
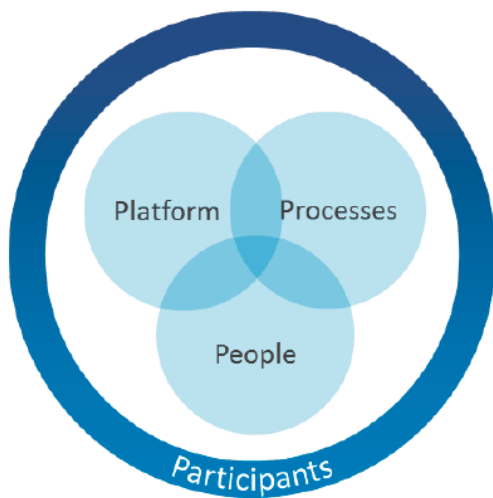
People: At DocuSign, security is everyone's job. We invest in training and awareness to ensure that security stays top of mind for all of our employees.

Processes: DocuSign's business processes, including internal policies, software development, and platform monitoring, take into consideration the security of our customer data.

Platform: DocuSign's secure platform encompasses hardware and infrastructure, systems and operations, applications and access, and transmission and storage.

Participants: We consider the senders, signers, partners and developers that interact with our system part of our security scope.

Certifications and Tests

DocuSign makes significant investments in enterprise security and operations, and they undergo rigorous scrutiny by third-party auditors to assess and validate the security measures they have in place.

DocuSign is committed to fiercely protecting the data customers entrust to them. It's why, through the security assurance program, focusing on people, processes, technology and participants, DocuSign has woven security into every aspect of its organization. This is evidenced by DocuSign's investment in meeting or exceeding national and international security standards, including ISO 27001:2013 certification.

Data Center Locations and Privacy

DocuSign has three offices in Europe as well as **three European data centers in Germany, Netherlands and France.**

Arvato Systems uses the European data centers for its European companies. Creating an e-signature account DocuSign chooses one of its data rings (EU or US) for this account. All electronic documents processed within one account are stored in one of the data rings only.

DocuSign is compliant with current EU privacy guidelines. Customer documentation and protection of personal data according to specifications of European privacy laws are top priorities for DocuSign.

Security Features

DocuSign's features ensure confidentiality, anti-tampering, authenticity as well as the enforceability and non-repudiation of our customers' documents:

- ✓ **AES 256-bit encryption** at the application level for customer documents ensures confidentiality

- ✓ Access and transfer of data to/from DocuSign **via HTTPS**

- ✓ Use of **Security Assertion Markup Language (SAML)**, giving users the latest capabilities for web based authentication and authorization, including single sign-on

- ✓ A **digital checksum** (mathematical hash value) that validates documents haven't been tampered with outside of each signing event

- ✓ **Certificates of completion** after all parties have participated in the signing process

- ✓ **Signature verification and unalterable capture** of signing parties' names, emails, public IP addresses, signing events, timestamps and completion status

- ✓ A **digital audit trail** for every envelope captures name, email address, authentication method, public IP address, envelope action, and timestamp

More Information

For more information about security, privacy or IT-compliance, please visit

- → [DocuSign_Security_Brief](#) or
- → [DocuSign's Trust Center](#)