# DocuSign®

# Trust Brief

DocuSign®

# DocuSign's commitment to trust

Businesses around the globe rely upon the DocuSign Agreement Cloud™ for their most sensitive and time-critical transactions, and we're committed to maintaining the secure environment they've come to trust. In fact, trust is at the core of our business and woven into everything we do.

# World-class protection

DocuSign has implemented rigorous policies, processes and training to meet the privacy, security and compliance requirements of some of the most stringent certifications around the world.

## Privacy

We secure and protect not only your agreements but also the critical business and personal information that you entrust to us.

**Confidentiality:** DocuSign manages customer data as a data processor on the customer's behalf and in accordance with their informed consent. We use and access customer data only to the extent necessary to perform services, and we require all third-party subprocessors to adhere to the same privacy and security obligations as DocuSign.

**Privacy rights:** We recognize the privacy rights of our prospects, customers and partners and comply with global privacy regulations, including the European Union's **General Data Protection Regulation** (GDPR), the California Consumer Privacy Act (CCPA) and other privacy laws and regulations based on same privacy principles as GDPR.

**Privacy management:** We continually review rapidly evolving global privacy requirements to enhance and evolve DocuSign's data protection program. We also perform regular internal audits of our privacy practices and require mandatory privacy training by all DocuSign personnel.

### World-class protection
Strong security mechanisms and robust operational processes allow us to meet or exceed the highest international security standards and protect your documents and data.

### Global reach and acceptance
DocuSign eSignature is lawful in most civil and common law jurisdictions for most agreement types and employed by hundreds of millions of users worldwide, including the European Union.

### High availability
A robust infrastructure delivering consistent high availability provides assurance that our service is there whenever you need it.

## Security

We make significant investments in our security and operations and maintain a comprehensive and robust approach across our platform, processes and people.

**Platform:** DocuSign's advanced platform architecture and security operations are designed to maximize security for data at rest and in transit, and each component of our trusted platform undergoes stringent security review.

– Geo-diverse, ISO-certified, SOC-audited data centers

– 24/7/365 onsite security

– Endpoint security

– AES 256-bit encryption (at rest)

– PKI technology

– Malware protection

**Processes:** DocuSign's expansive protection program — including environment monitoring, security reviews and external penetration testing — allows us to adjust our security posture and protect customer data across our services.

– 24/7 incident response

– Processes, policies and reviews

– SDLC security

**People:** Everyone at DocuSign is committed to security excellence, and our training and awareness programs ensure that privacy and security stay top of mind. We also actively monitor, manage and improve the security across DocuSign.

– DocuSign security council

– Cross-functional security experts

– Annual and specialized training

# Risk management

DocuSign maintains a risk management framework to help identify, manage and mitigate information security risks. We meet or exceed national and international standards while maintaining strict policies and practices that set the standard for world-class risk management.

**Enterprise risk management:** DocuSign has adopted a holistic, enterprise-wide approach to risk management. We continually identify, assess and analyze key conditions and events in terms of likelihood and magnitude of impact to our business. This comprehensive monitoring process is complemented by an in-depth response strategy.

**DocuSign Control Framework (DCF):** The DCF is a comprehensive matrix that tracks control activities across DocuSign's entire eSignature platform and operations and is designed to ensure mapping and adherence to applicable industry standards.

**Internal audits:** Internal audit teams continually review security and operational processes.

# Compliance certifications

In addition to internal audits, DocuSign also undergoes regular external audits to maintain globally recognized certifications and attestations, including:



**SOC 1 Type 2 and SOC 2 Type 2**
As a SOC 1 and SOC 2-certified organization, DocuSign undergoes annual examination and testing. The resulting external audit reports attest to the design and operating effectiveness of internal controls across our business, including security, availability, processing integrity and confidentiality.

**ISO 27001: 2013**
The highest level of global information security assurance available today, ISO 27001 provides customers assurance that DocuSign meets stringent international standards on security.

**PCI DSS**
DocuSign maintains compliance with the current version of the Payment Card Industry Data Security Standard (PCI DSS) to ensure safe and secure handling of credit card holder information.

For a full list of our certifications and geographical recognition, visit the **Compliance page on the DocuSign Trust Center**.

# Global reach and acceptance

DocuSign electronic signatures have been used in more than one billion transactions across over 180 countries to create legally binding and enforceable agreements. The solution provides authenticated signer identity, signature validity, and enhanced privacy and security features that support court admissibility and non-repudiation.

## Worldwide coverage

Many countries have regulations governing electronic transactions and identification and other trust services, including:

– The Electronic Signatures in Global and National Commerce Act (ESIGN) and the Uniform Electronic Transactions Act (UETA) in the United States

– Electronic IDentification, Authentication, and trust Services (eIDAS) in the European Union (EU)

## Authenticated and valid

Use of strong identity authentication lowers the risk of repudiation. With DocuSign eSignature, you can confirm the identity of signers using multiple authentication options based on increasing levels of validation. DocuSign also supports digital signatures, provides all signature types defined under eIDAS (Standard, Advanced, and Qualified), and ensures that companies of all sizes can compete at speed and scale in the EU.

## Document integrity

DocuSign eSignature automatically tracks and maintains a time-stamped audit trail of every viewing, printing, sending, signing or declining activity. Once an agreement is fully executed, it remains secure and encrypted while on the system. If downloaded, DocuSign secures the document and signatures with a tamper-evident seal. Those executed agreements also include a court-admissible Certificate of Completion, which provides far more detail about the signing process than is typically available using a paper-based process.

## E-signature Legality Guide

**Learn more about current e-signature laws, local legal systems, and electronic signature technology preferences for countries around the world.**
**DocuSign E-Signature Legality Guide**

# High availability

DocuSign eSignature maintains a scalable, high-performance, high-availability platform that provides continuous availability across the globe. Customers can count on our service to conduct their business from almost anywhere, on nearly any device.

### Built-in redundancy

DocuSign eSignature is architected for zero data loss during catastrophic events and includes built-in redundancy. We perform secure replication of customer data at the data center in use as well as, in near real time, to geo-diverse data centers. All historical and document data is synchronized using a proprietary document replication service, which takes the place of traditional backups. We also maintain a disaster recovery plan to be implemented in the event of a disaster (or prolonged interruption of service) and a business continuity plan.

### Robust performance management

To ensure that our service is always available when you need it — even during peak traffic — and scalable for future growth, DocuSign undertakes robust capacity planning. The DocuSign eSignature platform runs below capacity to accommodate spikes in demand on our service, and we process approximately 30 billion pieces of telemetry to monitor and assess the end-to-end customer experience as one of multiple inputs for scalability planning.

### Real-time visibility and ongoing support

Comprehensive training and support services are available to help you should issues arise, including 24/7 live support, online case submission and management and escalated tier-two support. In addition, we maintain a public-facing **Trust Center** that provides continuous updates on DocuSign eSignature and DocuSign CLM availability, uptime data and technical best practices. The Trust Center also includes information about service disruptions and security alerts and offers customers the ability to report any system issues.

---

# Learn more

Visit the **DocuSign Trust Center** for access to real-time alerts, system performance status and more on the topics in this brief, and download these resources to dive deeper into DocuSign's approach to legal, privacy, security and compliance:

**DocuSign Security Brief**

**Electronic Signatures and Transactions in the United States**

**DocuSign Standards-Based Signatures for the European Union**

**How Data Governance, Regulations and Standards Shape Leading-edge Practices for Security and Privacy at DocuSign**

---