



## E-CONTRACTS

**All-Provider Forum, Tuesday, April 8, 2014**

**OVERVIEW: E-CONTRACTS ARE COMING -- CLICK-AND-GO TRANSACTIONS WITH PARTNERS BHM!**

Partners BHM is proud to announce that starting with the IPRS contract renewals in May and June, we will be using an online, e-contracting service that will allow you to sign contracts with us electronically. We will also be rolling this out with all applicable contracting and signature-required documents as feasible. It is not only efficient, but free ... and urged by the State of North Carolina. In fact, Partners BHM will use the same vendor (DocuSign) as used by the State since 2012. [See below press release.] No more worrying about signing and saving multiple hard copies of a contract, spending postage and waiting for mail to come from or be received by us – even for simple corrections and edits. Now, you legally and effortlessly can sign from your computer and even favorite mobile device, still with full security and protection. You can also track where your contract or document is in the process and download a copy during and after the process is complete, saving on cabinet space, postage, paper, time and resources. No cost to you. No software to install or download. The contract arrives by secure email, you follow the link to a secure online website, review and sign the contract, download a copy if you would like, and you are done. Confirmations come to you also by email. Easy.

Partners will require most contracts for FY2014-15 to be signed through the electronic process. However, we will offer trainings, materials, and keep the Partners BHM Network Specialists well informed to assist you. DocuSign, the vendor selected by Partners BHM, also offers free technical support. See, e.g., the attached DocuSign guide.

Please watch for more information and details soon, including bulletins, alerts and provider events like this. Also, please ensure Partners BHM has the email address for whomever you want to sign these contracts. Also, please ensure Partners BHM has the email address for whomever you want to sign these contracts. Just contact your Network Specialist, [contracts@partnersbhm.org](mailto:contracts@partnersbhm.org) or [MWilmoth@partnersbhm.org](mailto:MWilmoth@partnersbhm.org), if that person/contact is different than your current official email with our Contracting team.

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**LEGALITY: E-CONTRACTS ARE VALID LIKE ANY OTHER INTENTIONALLY SIGNED DOCUMENT.**

E-contracts are legal. Not only are electronic signatures and contracts endorsed and encouraged by the State of North Carolina, but they are supported by two state and one federal sets of laws, in place for a decade or so:

1. **Electronic Commerce Act (ECA)**, N.C. Gen. Stat. § 66-58.1, *et seq.*: Encourages electronic transactions with public agencies.
  - a. "All public agencies may use and accept electronic signatures pursuant to this Article, pursuant to Article 40 of this Chapter (the Uniform Electronic Transactions Act), or pursuant to other law." N.C. Gen. Stat. § 66-58.4.
  - b. "An electronic signature contained in a transaction undertaken pursuant to this Article between a person and a public agency, or between public agencies, shall have the same force and effect as a manual signature [if meets listed criteria] ... A transaction undertaken pursuant to this Article between a person and a public agency, or between public agencies, is not unenforceable, nor is it inadmissible into evidence, on the sole ground that the transaction is evidenced by an electronic record or that it has been signed with an electronic signature." N.C. Gen. Stat. § 66-58.5(a) and (b)."

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2. **Uniform Electronic Transactions Act (UETA)**, N.C. Gen. Stat. § 66-311, *et seq.*: A law adopted in 47 states and the U.S. Virgin Islands:
  - “(a) A record or signature may not be denied legal effect or enforceability solely because it is in electronic form.
  - (b) A contract may not be denied legal effect or enforceability solely because an electronic record was used in its formation.
  - (c) If a law requires a record to be in writing, an electronic record satisfies the law provided it complies with the provisions of this Article.
  - (d) If a law requires a signature, an electronic signature satisfies the law provided it complies with the provisions of this Article.”
3. **Electronic Signatures in Global and National Commerce Act (ESIGN)**, 15 U.S.C. § 7001, *et seq.*: Federal version.

These laws provide that electronic records and signatures carry the same weight and legal effect as traditional paper documents and handwritten signatures. In fact, these laws retain the same rule of intent for e-signatures as handwritten signatures: a signature is valid if the signer intends to sign. DocuSign designed its system so you cannot “accidentally” sign an agreement, and provides a certificate tracking each document’s routing, changes and signature(s). Such contracts satisfy courts and auditors. If any doubts, share this with your own attorney, or have him/her contact me, directly: Andrew Walsh, General Counsel, Partners BHM, [awalsh@partnersbhm.org](mailto:awalsh@partnersbhm.org).

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## STATE OF NORTH CAROLINA STANDARDIZES ON DOCUSIGN FOR SECURE, LEGAL GOVERNMENT ESIGNATURES STATEWIDE

*Controller’s Office First to Use DocuSign to Process Contracts, Expenses & Budget Approvals; All State and Local Government Offices to Follow to Save Time and Reduce Waste*

SAN FRANCISCO – November 27, 2012—[DocuSign](http://www.docuSign.com), the Global Standard for eSignature®, announced today that the State of North Carolina has standardized on the DocuSign eSignature transaction management platform to expedite and streamline processing of all government documents requiring signatures. The State of North Carolina will first deploy DocuSign’s eSignature solution in the Controller’s office to simplify travel reimbursement approvals and background check approvals, to create a better experience for citizens, employees, and vendors.

“Citizens will find it easier to do business with the State because they will be able to sign forms and documents anytime, anywhere and from any web-accessible device,” said David McCoy, state controller of North Carolina. “State agencies, universities, community colleges and local governments also will benefit from this 21st century tool that will help them move to digital processes and away from the labor-intensive and time-consuming processes that require a wet ink signature to each document and form.”

“All of us at DocuSign are honored to have been selected by North Carolina as the state’s official and exclusive eSignature provider,” said Keith Krach, chairman and CEO of DocuSign. “The citizens of North Carolina will find that DocuSign empowers them to sign anything, anywhere, anytime to make doing business with the state easier, faster and more convenient than ever.”

Government citizens, employees, and vendors can rest assured that all DocuSigned documents are legally binding by meeting the requirements of the U.S. ESIGN and UETA Acts of Congress. They can also enjoy peace of mind knowing that DocuSign’s eSignature transaction management platform is safe and secure, as the company and its products have achieved ISO/IEC 27001 certification which assures that DocuSign adheres to the most rigorous security standards in the U.S. and around the world.

DocuSign’s electronic signature solution ensures that federal, state, and local government offices are able to securely collect information, signatures, and payments for all types of electronic transactions, including search warrants, health department plan reviews, new student signups, vendor contracts, and legal guardian paperwork, among many others.

State and local governments interested in more information about how DocuSign can accelerate government transactions, reduce costs, and delight citizens should visit [www.docuSign.com](http://www.docuSign.com).

## SELECT DocuSIGN FAQ: ELECTRONIC SIGNATURES AND LEGALITY

### What is an electronic signature?

An electronic signature, or eSignature, as defined by the [Federal ESIGN Act](#), is an "electronic sound, symbol or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record" (ESIGN). All 50 states have laws that define electronic signatures in substantially the same way. [Learn more](#)

### What are electronic signatures used for?

Electronic signatures are used for many kinds of documents and transactions, for both personal and business use. Some examples include contracts and agreements, loans and leases, forms and orders, and many more. DocuSign offers services customized to the needs of the customer, from individuals to enterprises.

### How are electronic signatures better than handwritten "wet" signatures?

	WET	ELECTRONIC
COST	<ul style="list-style-type: none"><li>• Paper processing, printing, filing, mailing and fax.</li><li>• Overnight shipping costs extravagant.</li></ul>	<ul style="list-style-type: none"><li>• Paper free processing</li><li>• Delivery over Internet eliminates shipping cost.</li></ul>
TIME	<ul style="list-style-type: none"><li>• Delivery of mail may take up to several weeks.</li><li>• Missed form or lost paperwork creates further delays.</li><li>• Often requires the presence of a notary.</li></ul>	<ul style="list-style-type: none"><li>• Mobile, anywhere, anytime access</li><li>• All fields must be filled before document can be signed, leading to less "no-good" documents.</li></ul>
SECURITY	<ul style="list-style-type: none"><li>• Tampering – Backdating, alterations, or forgery</li><li>• High possibility for human error in data entry or copying</li></ul>	<ul style="list-style-type: none"><li>• Encryption and audit trail ensures documents are tamper-evident.</li><li>• Unalterable capture of signing data; electronic storage</li></ul>

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### Are electronic signatures legal?

Yes, [electronic signatures](#) are legally binding in the United States. There are two Acts that establish this legality of electronic signatures – the [U.S. Electronic Signatures in Global and National Commerce Act \( ESIGN, 2000 \)](#) and the [Uniform Electronic Transactions Act \( UETA, 1999 \)](#). Both ESIGN and UETA establish that electronic records and signatures carry the same weight and legal effect as traditional paper documents and handwritten signatures stating: A document or signature cannot be denied legal effect or enforceability solely because it is in electronic form.

Not all eSignature solutions are created equal. Only DocuSign warrants federal ESIGN and UETA Act compliance. [Learn more](#)

### [What is the ESIGN Act and is it valid in all 50 states?](#)

The [ESIGN Act of 2000](#) defined the legality and enforceability of electronic signatures across all 50 states. ESIGN ensures that contracts and signatures cannot be denied validity or enforceability because they are in electronic form.

### [Are resources available on the history of ESIGN?](#)

In 2010, both Houses of Congress passed a resolution at the request of industry leaders, recognizing June 30 as "National ESIGN Day."

Representative Jim McDermott (D-WA) shares a statement that recognizes the 10th anniversary of ESIGN. Rep. McDermott also shares his thoughts on how ESIGN has benefited consumers and his constituents in Seattle, giving special recognition to DocuSign, the most trusted eSignature platform. [See video](#)

David Whitaker, Counsel at [BuckleySandler LLP](#), talks about the history of the ESIGN Act, as well as the legality and importance of eSignatures. [See video](#)

Industry letter in support of National ESIGN Day: We, the undersigned, are writing to express our support of H. Con Res.290, designating June 30th as "National ESIGN Day." [View letter](#)

Infographic for the History of National ESIGN Day. [See infographic](#)  
<http://esign.docusign.com/esignday2013>

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### [Is DocuSign Title 21 CFR Part 11 Compliant?](#)

DocuSign helps life science organizations comply with the eSignature practices set forth in [21 CFR Part 11](#). DocuSign's open, standards-based approach makes it easy to integrate electronic signatures in even the most complex process workflow. [View whitepaper](#)

### [How do I know DocuSign's electronic signatures are trustworthy?](#)

DocuSign's electronic signatures are:

**Legal.** DocuSign is the only eSignature company that is ISO 27001 certified as an information security management system (ISMS). This is the highest level of global information security assurance available today, and provides customers assurance that DocuSign meets stringent international standards on security. [Explore our Official Certifications and Tests](#)

**Secure.** Each Electronic Signature is unique, documentable, encrypted, and tamper-evident. DocuSign guarantees confidentiality of all transactions and furthermore provides multi-faceted verification of signing events. [Learn about our Security Assurance Program](#)

**Auditable.** DocuSign provides a complete and extensive audit trail that serves as third-party validation of transaction completion, including information such as the signer's email address, name, authentication method, IP address with time stamp, and more.

Source: Excerpts from <https://www.docusign.com/faq>

## Receiving a Document for Guided Signing

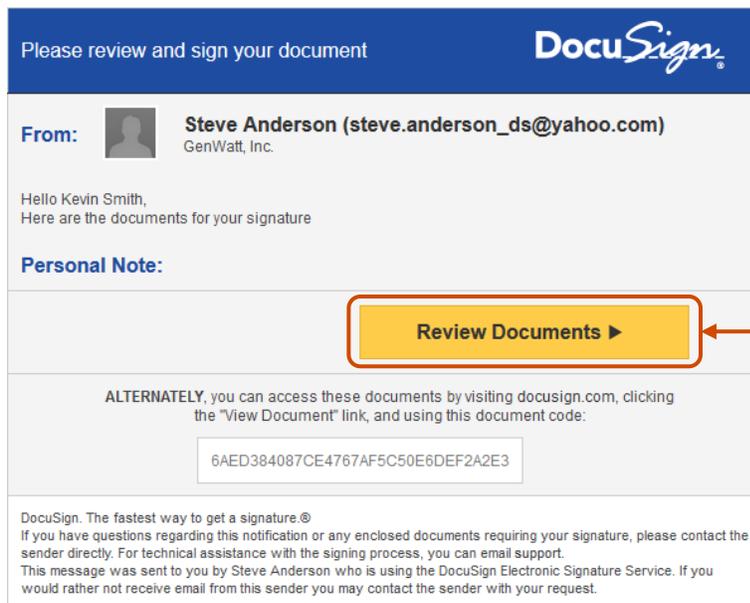
This guide provides information about how to electronically sign a document using the DocuSign® Service. Electronic signing provides a quick, easy and secure method for you to receive, sign and return documents from a sender without the need for appearing in person or sending documents back and forth.

**Note:** There might be times when the Sender requires an authentication check to ensure that the correct person is opening and signing a document. The actions you need to take to verify your identity are explained in [Step 2](#) of the guide.

### 1. Receiving an Email Notification

This process begins when you receive an email requesting that you electronically sign a document. The email is sent by DocuSign on behalf of the sender and has a message from the sender and a link to open an electronic envelope with the document.

**IMPORTANT:** You must have a broadband Internet connection to electronically sign a document. Electronic document signing might not work correctly if you are using a dial-up connection.



Click **Review Documents** to connect to your documents.

After opening your email, click **Review Documents** to access the documents. A new web browser window opens, connects to the secure DocuSign Online Signing Service website and displays the Welcome page. Alternately, you can access the documents by going to the DocuSign website, clicking the **View Document** link and then entering the document code from the email.

- Signer Authentication is a way for the sender to verify your identity before allowing you to access documents in an envelope. The different types of authentication are described in [Step 2](#).
- If the sender did not require authentication for the envelope, you are taken to the Overview page; skip to [Step 3](#) for orientation information.

## 2. Signer Authentication

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There are several authentication options that can be used by the sender: an Access Code, SMS Authentication, Phone Authentication, ID Check, and Social ID login. Each of these options is explained below. The Access code option can be combined with Phone Authentication and ID Check.

**Access Code:** This option asked you to enter an access code into a security request page to access the documents. The access code is provided to you by the person sending the envelope.

- If you do not know the access code, click **I never received an access code** to send a message to the sender telling them that you do not have the access code.
- Enter the code and click **Validate** to complete the security request. You have three attempts to enter the access code correctly. After the access code is has been correctly entered, you are taken through the normal signing process. Continue to Step 3.

**SMS Authentication:** With this option you are presented with a security request page and must select a phone number for text authentication. Click **Send SMS** to continue or click **Cancel** to postpone the call and return later.

- After clicking **Send SMS**, an SMS text message with a passcode is sent to the selected phone number.
- Enter the passcode and click **Confirm Code** to complete the security request. After the passcode is checked, you are taken through the normal signing process. Continue to Step 3.

**Phone Authentication:** With this option you are presented with a security request page and must select a phone number, or type a new number, to use for authentication. Click **Call** to continue or click **Cancel** to postpone the call and return later.

- After clicking **Call**, an authentication code page appears and the system places a call to the selected (or entered) number.
- After answering the phone, you are prompted to use the phone keypad to enter the authentication code and then speak your name. After the authentication code is checked, you are taken through the normal signing process. Continue to Step 3.

**ID Check:** With this option you are prompted to enter some personal information and then you are presented with questions about yourself based on data available in public records.

- After entering the information, click **Next** to continue.
- You are presented with a set of questions based on publicly available information. Answer the questions to complete the ID check. After the ID check is successfully completed, you are taken through the normal signing process. Continue to Step 3.

**Social ID Check:** With this option you are presented with a security request page explaining the security check.

- Click **Continue**. You are then asked to enter your LiveID or other social ID information to access the documents for signing. After entering the information, you are taken through the normal signing process. Continue to Step 3.

## 3. Signing Welcome

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The welcome page provides information about the sender and documents in your envelope, and has access to the sender's electronic record and signature consent disclosure, which covers conducting business electronically with the sender.

Review the disclosure and select the checkbox for consenting to use Electronic Records and Signatures, and then click **Review Documents** to continue.

**Important!** You must consent to use electronic records and signatures in order to view and sign the documents.

**Request for Signature**

From: **Steve Anderson**  
GenWatt, Inc.

Documents (1): Parking Application.pdf

From time to time, GenWatt, Inc. (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign, Inc. (DocuSign) electronic signing system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

[Read Electronic Record and Signature Disclosure](#)

I consent to use Electronic Records and Signatures

**Review Document** Decline Finish Later Sign on Paper Change Signer

Select I consent and then click Review Documents to continue.

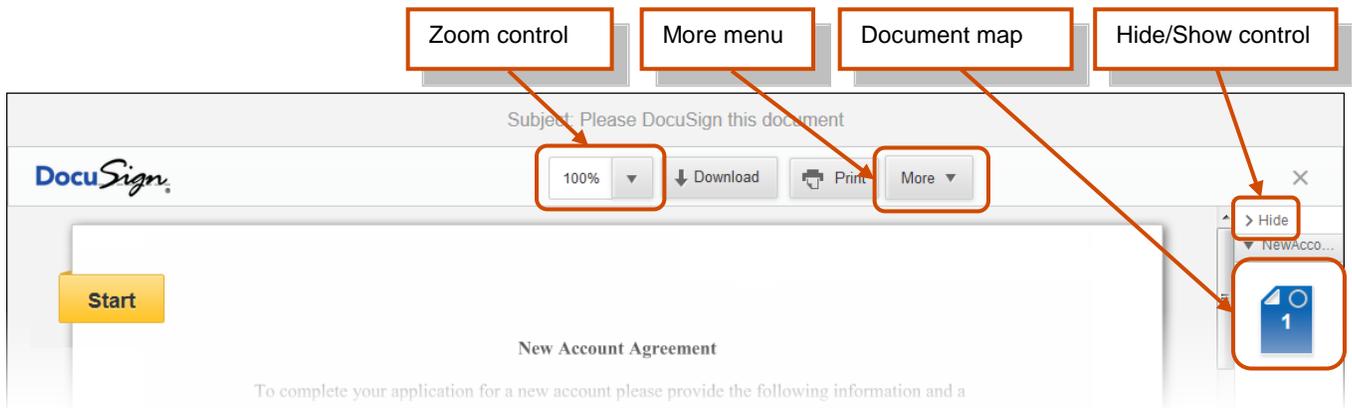
The other options that might be available to you are:

- Click **Finish Later** if you are not ready to sign the document. You can return to the document later by using the link in the email notification.
- Click **Sign on Paper** to sign the document on paper. See the *Signing and Uploading or Faxing Your Documents* guide on the DocuSign website for more information about using this option. In some cases this option might not be available.
- Click **Change Signer** to send this document to another person to sign. You will be asked to provide the new signer's name and email address. A message is sent to person that sent the document telling them you have reassigned the document.
- Click **Decline** to decline signing the document. You might be asked to provide a message for the person that sent the document telling them why you have declined to sign.

## 4. Adding Information and Signing the Document

The first page of the document you are signing is shown in the window. There are several controls available for your use.

- The right side of the window has a document map showing the number of pages in the envelope and the pages that have tags. You can click on a page to jump to a page. You can hide or show the document map by click the Hide/Show control.
- There is also a control for zooming in or out on the current page. You can select the page size from the list.
- In the center of the header you can download the document as a PDF file, print the document, and access the **More** menu. From the **More** menu, you can view information about the envelope, or select to change the signer, decline to sign, print and sign on paper and fax, or finish signing later. See the [More Options](#) section of this guide for more information about the options presented.



The indicator on the left side of the document page is used to guide the signer through the process of filling in and signing your document. Click **Start** to begin the signing process. The indicator changes to an arrow and you are taken to the first tab to fill out.

**Note:** If there is a + button right of the **More Options** menu, the sender has sent the document for Free-Form Signing. Please refer to the *Receiving a Document for Free-Form Signing* guide on the DocuSign website to learn how to sign this document.

The text shown in the indicator arrow is the action you are expected to take for the current information tag. The text in the arrow changes as the indicator guides you through the document. The images below are examples of possible indicator arrows and with the expected actions:

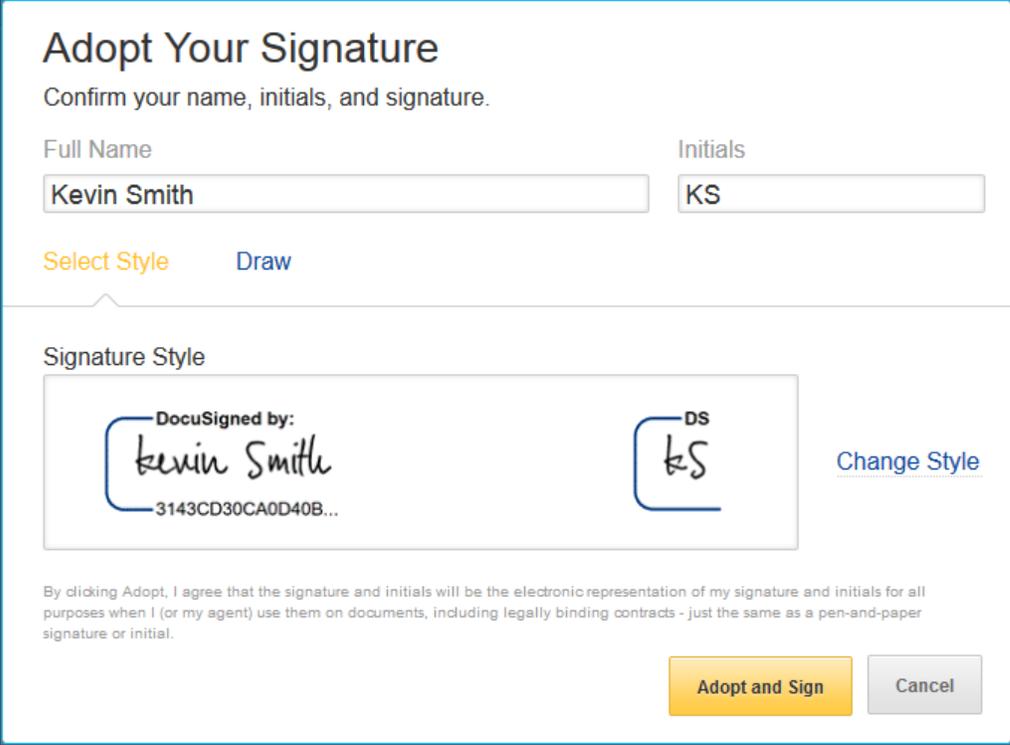
<p><b>Choose</b></p>	<p>Select an item from a drop down list, a checkbox, or option button.</p>	<p><b>Fill In</b></p>	<p>Type information into the data field. Click <b>Next</b> (see below) or press the <b>Tab</b> key to go to the next information field.</p>
<p><b>Sign</b></p>	<p>Click the <b>Sign Here</b> or <b>Initial</b> tag to place your signature or initial in the document. If this is the first signature or initial tag, you are asked to Adopt your Signature. See <a href="#">Adopting your Signature</a> below for more information.</p>	<p><b>Attach</b></p>	<p>The sender is asking you to provide some supporting documentation. Please refer to the <i>Signing Documents with Requests for Attachments</i> guide on the DocuSign website.</p>
<p><b>Initial</b></p>		<p><b>Next</b></p>	<p>After adding information to a tab, you can click <b>Next</b> to go to the next tab or, in some cases, <b>Next Page</b> to go to the next page in the envelope.</p>
<p><b>Confirm Signing</b></p>	<p>After adding information to all the required tags, you can review your document. After you are done reviewing the document, click <a href="#">Confirm Signing</a> to complete signing the process.</p>	<p><b>Next Page</b></p>	

As the arrow leads you through the document, use the following guidelines for filling out information:

**Note:** Some fields, such as signing date fields, are automatically filled in based on information available to the system. You cannot change or modify this information.

- To select an option button or checkbox, click on the appropriate option button or checkbox. Note that you can only select one option button in a group.
- To select an option from a dropdown list, click on the list and select the appropriate option.
- To add other information in a boxed field, type the requested information into the field and click **Next** or press the **Tab** key to continue.
- To sign or initial a tag, click the **Sign Here** or **Initial** tag.

**Adopting your signature:** The first time you click a **Sign Here** or **Initial** tag, you are asked to adopt your signature and initials.



**Adopt Your Signature**  
Confirm your name, initials, and signature.

Full Name: Kevin Smith      Initials: KS

Select Style      Draw

Signature Style

DocuSigned by:  
kevin Smith  
3143CD30CA0D40B...

DS  
KS

[Change Style](#)

By clicking Adopt, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.

Adopt and Sign      Cancel

To adopt your signature:

- First verify your name and initials are correct. If not, they can change them as needed. If you would like to change your name or initials, type the changes in the **Full Name** and **Initials** fields.
- Choose if you want to select a preformatted signature style or if you will draw your signature.

**Note:** Drawing a signature and initials can only be done if your browser is HTML5 capable and the sender allows it.

If you choose to use a preformatted style, you can click **Select Style** to view and select a signature style.

The screenshot shows the 'Adopt Your Signature' interface. On the left, there is a form with the following fields and options:

- Full Name:** Kevin Smith
- Buttons:** Select Style (highlighted in orange), Draw
- Signature Style:** A preview of a signature style with the text 'DocuSigned by: Kevin Smith' and a unique ID '3143CD30CA0D40B...'.
- Disclaimer:** 'By clicking Adopt, I agree that the signature purposes when I (or my agent) use them on signature or initial.'

On the right, there is a scrollable list of preformatted signature styles, each with a 'DocuSigned by:' label, a signature or initials, and a unique ID. The top style is highlighted with an orange border. The styles include:

- Handwritten signature 'Kevin Smith' with initials 'KS'.
- Handwritten signature 'Kevin Smith' with initials 'KS'.
- Printed signature 'Kevin Smith' with initials 'KS'.
- Handwritten signature 'Kevin Smith' with initials 'KS'.

If you choose to draw your signature, Click **Draw** to show the blocks for adding their signature or initials.

The screenshot shows the 'Adopt Your Signature' interface with the 'Draw' option selected. The form includes:

- Full Name:** Kevin Smith
- Initials:** KS
- Buttons:** Select Style, Draw (highlighted in orange)
- Draw your signature:** A large empty box for drawing the signature, with a 'Clear' button to its right.
- Disclaimer:** 'By clicking Adopt, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts - just the same as a pen-and-paper signature or initial.'
- Buttons:** Adopt and Sign (highlighted in yellow), Cancel

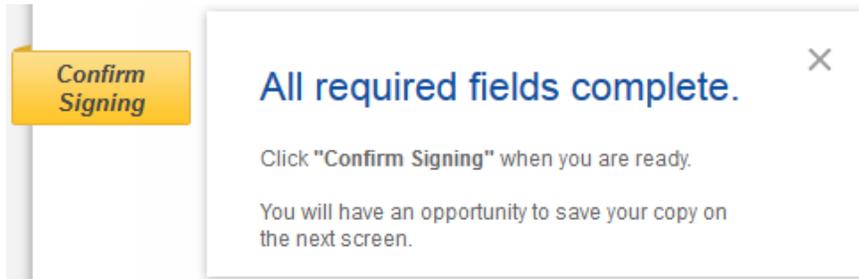
In the **Draw your signature** or **Draw your Initials** block, draw your signature/initials using a mouse or, for a touch-screens, your finger or a stylus. If you make a mistake, click **Clear** to reset the block.

**Note:** You can return to the preformatted signature styles by clicking **Select Style**.

- Finally the signer clicks **Adopt and Sign** to adopt and save their signature information and return to the document.

## 5. Complete Signing

After you have completed adding information to all the required tags in the envelope, the indicator arrow changes to a box that says Confirm Signing.



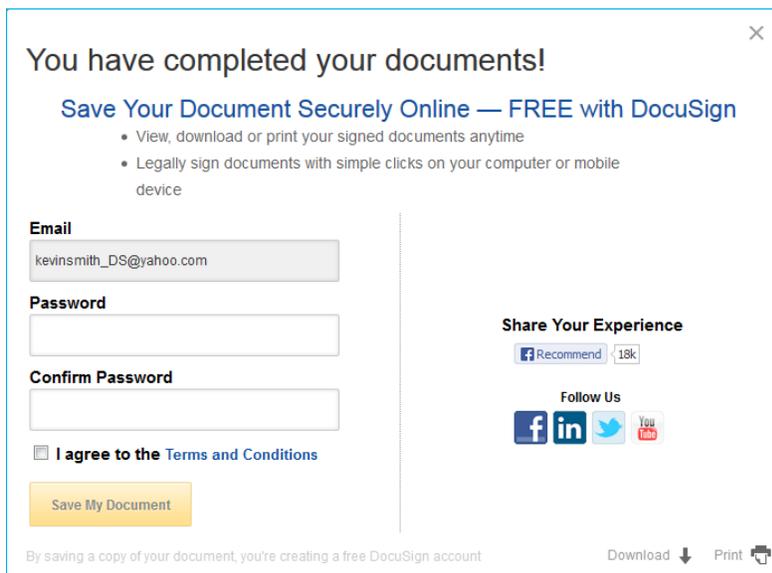
You can stay and review the document and make any changes to the information you have added and to optional information tags. After you are done reviewing the document, click the **Confirm Signing** indicator.

Your signing information is saved and a message window stating that you have completed your documents appears over the document.

You are given the option of downloading a PDF copy of the documents or printing a copy of the documents.

Additionally, you can sign up for a free DocuSign account and save the document in your account.

You can close the message window by clicking the **X** icon in the upper right corner.



After closing the message window, the browser displays a website designated by the sender.

## 6. Done

Congratulations! You have successfully completed electronically signing your documents.

When all the documents in the envelope are completed, you will receive an email confirming that all parties have completed signing the envelope and giving you the option to download a PDF copy of the documents.

For more information about DocuSign features, Demos and supporting information, go to the DocuSign Support Portal.

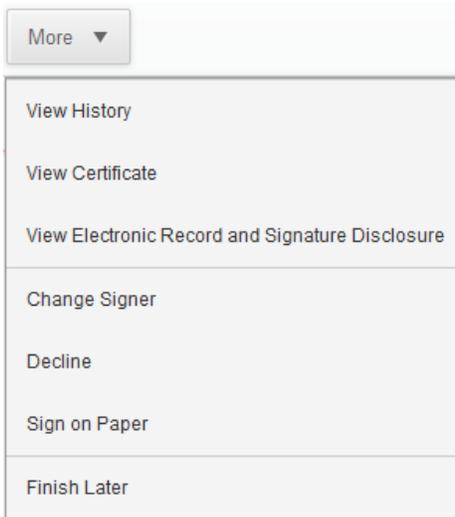
## Other Options

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This section provides information the other options and feature available to you when signing your documents.

### More Options

Clicking **More** reveals the options available to you while you are signing your document. The options are:



**View History:** This option shows envelope data and history.

**View Certificate:** This option opens a new browser window with a PDF version of the certificate of completion, which includes information about the envelope events, and the disclosure. The PDF can be saved or printed.

**View Electronic Record and Signature Disclosure:** This option shows the Electronic Record and Signature Disclosure for the envelope.

**Change Signer:** This option is used to send this document to another person to sign. You will be asked to provide the new signer's name, email address and a reason for changing the signer. The reason for changing the signer is sent to person that sent the document, along with the new signer's name and email.

**Decline:** This option lets you decline to sign the document. You might be asked to provide a message for the person that sent the document telling them why you have declined to sign.

**Sign on Paper:** This option lets you print and sign the document on paper. See the *Signing and Uploading or Faxing Your Documents* guide on the DocuSign website for more information about using this option. In some cases this option might not be available.

**Finish Later:** This option lets you exit the signing process. You can return to sign the document later by using the link in the email notification.



Highest Level of Security Assurance



The Global Standard for eSignature

# DocuSign Security Brochure

DATASHEET

Share:

## Introduction

Security is an essential part of any software-based solution. Few business processes are as security-sensitive as those involving electronic signatures. eSignature transactions routinely contain information that is critical to you, your business, and your customers. This information may include personally identifiable information (PII), pricing details, proprietary business terms, intellectual property, and more.

This is precisely why DocuSign's number one priority is customer security. We lead the industry in defining and delivering the most secure eSignature solution available. DocuSign consistently meets or exceeds the stringent security requirements of even the most security conscious organizations including Fortune 500 companies, the world's largest financial institutions, and other global companies.

## Executive Summary

In the following pages, we provide an overview of our security approach, which encompasses a number of key areas, including our Security Certifications & Tests, as well as our Security Assurance Program.



### Security Certifications and Tests

DocuSign's commitment to security begins with our extensive Security Certifications & Tests.

- DocuSign is the only eSignature company that is **ISO 27001 certified** as an information security management system.
- As an **SSAE 16** examined and tested organization, DocuSign complies with the reporting requirements stipulated by the AICPA.
- Our **PCI DSS 2.0** compliance certifies safe and secure handling of credit card holder information.
- DocuSign's **TRUSTe** certification demonstrates our commitment to protecting customer data.
- DocuSign complies with policies for collection, use and retention of personal data as specified by the **U.S. Department of Commerce Safe Harbor**.



## Security Assurance Program

Our dedication to providing the industry's most secure eSignature solution is further demonstrated by the DocuSign Security Assurance Program.

The foundation of DocuSign's Security Assurance Program is built upon our people, processes, platform and participants.

- Our **people**, including a dedicated Chief Security Officer (CSO), prioritize and drive security assurance within DocuSign.
- From internal policies to product development, all business **processes** at DocuSign consider the security of our solution.
- DocuSign's **platform**, extending from the physical infrastructure to the nodes of data transmission, is subject to security scrutiny by internal and external experts.
- To ensure the level of security our customers expect and deserve, external **participants** are considered in all DocuSign security measures.

DocuSign's Security Assurance Program allows us to deliver world-class security to our customers, including confidentiality, integrity, availability, authenticity and non-repudiation.

- DocuSign protects **confidentiality** of customer data at the application level with AES 256 bit encryption.
- DocuSign's unique anti-tampering controls ensure the **integrity** of customers' documents.
- With 99.99% average uptime, **availability** of our customers' data is unmatched by competing solutions.
- DocuSign's robust mechanisms for validating participants in a signing transaction ensure the **authenticity** of all signing parties.
- We offer a number of features designed for **non-repudiation**, including a digital audit trail for every envelope sent with DocuSign.



Highest Level of Security Assurance



The Global Standard for eSignature

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## Security Certifications & Tests

DocuSign meets the highest security standards and offers the industry's most extensive set of certifications & tests, including the following.



**ISO 27001** is an information security management system (ISMS) standard published by the International Organization for Standardization (ISO).

The standard is designed to ensure the selection of adequate and proportionate security controls that protect information assets and give confidence to interested parties.

DocuSign is the only eSignature solution that is ISO 27001 certified as an ISMS – a systematic approach to managing confidential or sensitive corporate information so that it remains secure. This is the highest level of global information security assurance available today.

Follow the link to view our [ISO 27001 certification](#).

The ISO website ([www.iso.org](http://www.iso.org)) contains more information about the ISO 27001 standard.



**SSAE 16** is a statement on standards for attestation engagements put forth

by the American Institute of Certified Public Accountants (AICPA) for reporting on design as well as the operating effectiveness of internal controls at service organizations.

DocuSign is SSAE 16 examined and tested yearly across all aspects of our enterprise business and production operations including our datacenters, and has sustained and surpassed all requirements.

A copy of this report is available upon request, subject to non-disclosure agreement.

Further details regarding SSAE 16 may be found on the AICPA website ([www.aicpa.org](http://www.aicpa.org)).



**PCI DSS 2.0** is a data security standard for organizations handling credit cardholder information that is overseen by the Payment Card Industry Security Standards Council (PCI SSC).

As both a service provider and a merchant, DocuSign places stringent controls around cardholder data and is PCI DSS 2.0 compliant.

Additional information on PCI DSS 2.0 may be found at the PCI SSC website ([www.pcisecuritystandards.org](http://www.pcisecuritystandards.org)).



**TRUSTe** is a leading global privacy management solutions provider that puts forth a certified privacy protection seal.

DocuSign is TRUSTe certified, and adheres to the terms outlined in our privacy policy to securely and safely handle customer data.

Click on the link to view our [TRUSTe certification](#).

More details on TRUSTe may be found at their website ([www.pcisecuritystandards.org](http://www.pcisecuritystandards.org)).



**The U.S. Department of Commerce** has developed "safe harbor" frameworks to enhance privacy protection and enable organizations to comply with European and Swiss data protection laws.

DocuSign complies with the U.S. Department of Commerce Safe Harbor policies regarding the collection, use and retention of personal data.

Follow the link to view our [U.S. Department of Commerce Safe Harbor compliance](#).

For information, please visit the U.S. Department of Commerce website ([www.commerce.gov](http://www.commerce.gov)).



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## Security Assurance Program

Our ability to deliver the highest level of security for our customers is centered on our Security Assurance Program.

The benefits delivered by DocuSign’s Security Assurance program begin with our people, processes, platform and participants.

### People

Everyone at DocuSign, from the facilities staff to the executive team, is committed to security excellence.

- A cross-functional team of experts, including a dedicated Chief Security Officer (CSO), is 100% dedicated to security-related activities.
- DocuSign is the only eSignature company with a dedicated CSO since 2010.
- The CSO manages DocuSign’s Governance, Risk, and Compliance (GRC) program, the DocuSign Security Council, and a number of security and compliance related meetings detailed in our SSAE 16 report.
- Our dedicated Chief Legal Officer (CLO) and Chief Technology Officer (CTO) provide customers confidence that DocuSign and its products stay ahead of legal and technology trends.

### Processes

DocuSign’s business processes, including internal policies, the Software Development Lifecycle (SDLC), and platform monitoring, consider the security of our customer data.

- Taking a top down approach, the Security Council oversees and implements internal security policies such as key encryption access, incident response and data retention.

- Security reviews are part of DocuSign’s Software Development Lifecycle (SDLC); which includes the planning, design, implementation, testing, ship, and response phases of the product. We train our engineers to ensure they are coding in a secure manner and conduct regular security audits of the code base.
- DocuSign conducts third-party as well as internal penetration testing. We also have a program for business continuity (BCP) and disaster recovery (DR) testing.
- All prospective employees are subject to background checks, and all employees must pass annual security certification exams.
- DocuSign’s commitment to security extends to on-premise policies such as badge access, manned public entrances, and physical access controls.
- For server administration, DocuSign limits access to a minimal number of personnel based on the principle of least privilege and requires multiple layers of secured authentication.

### Platform

DocuSign’s secure platform encompasses our hardware & infrastructure, systems & operations, applications & access, and transmission & storage.

- DocuSign’s hardware & infrastructure, including three geo-diverse, SSAE 16 audited datacenters, 365x24x7 on-site security, two-factor authentication for datacenter access, third-party penetration testing, near real-time secure data replication and annual BCP/DR testing, provides customers world- class security and availability.



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- The systems & operations that keep our infrastructure secure offer physically and logically separate networks, two-factor encrypted VPN access, near real-time secure data replication, commercial-grade firewalls and border routers to resist/detect IP-based and Denial of Service (DoS) attacks, and active monitoring and alerting.
- DocuSign’s applications & access security is characterized by formal code reviews and vulnerability mitigation by third parties, Advanced Encryption Standard (AES) 256 bit encryption, Key Management & Encryption Program, enterprise-class malware protection, digital audit trail and multiple authentication mechanisms.
- To ensure secure transmission & storage, DocuSign provides a secure, private SSL 256 bit viewing session, anti-tampering controls, signature verification, unalterable capture of signing data, digital certificate technology, and customer configurable data retention program.

## Participants

External parties are considered players in the security process and are part of DocuSign’s security scope.

- DocuSign offers a high level of security assurance to the signers, senders, partners and developers that interact with our system while taking steps to protect ourselves from any threats they might present.
- DocuSign can be securely integrated with external systems through HTTPS SOAP and REST web service API’s. We require users to undergo certification before a partner can make an API call in our production accounts, and we enforce the use of an integrator key as well as valid credentials to send API requests.

- DocuSign’s dedicated CSO continually engages with the security community, including other security decision makers, government officials and software leadership to stay ahead of emerging trends in the dynamic threat landscape.

This foundation enables our Security Assurance Program to deliver substantial value to our customers, including confidentiality, integrity, availability, authenticity and non-repudiation.

## Confidentiality

Our customers’ content stays confidential, including from DocuSign - employees never have access to customer content stored on the DocuSign system.

- DocuSign ensures confidentiality by providing AES 256 bit encryption at the application level for customer documents.
- Our Key Management & Encryption Program is tested and validated by external auditors and documented in our SSAE 16 report.
- Customers specify who can view and sign their encrypted documents over a secure, private SSL 256 bit viewing session.
- DocuSign’s robust offering allows signers to authenticate when they sign, including multifactor and two-factor authentication.
- Using SAML (Security Assertion Markup Language), DocuSign offers users the latest features for web-based authentication and authorization including single sign-on (SSO).
- We continually define industry best practices in third-party audits, certifications and, and on-site customer reviews.



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## Integrity

Each document is ensured to be intact and tamper-evident.

- We offer the only eSignature solution that provides strong anti-tampering controls:
  - » A visual dashboard monitoring system that alerts across 24 API events.
  - » PKI digital certificate technology to seal documents.
  - » A digital checksum (mathematical hash value) that validates the documents in an envelope have not been tampered with outside of each signing event.

## Availability

We are the only eSignature company that performs near real-time, secure data replication to an ISO 20000 certified, geo-diverse, warm site.

- DocuSign offers three geo-diverse, highly-available datacenters including a disaster recovery facility, which maintains the total data footprint (per stated RPO) and 100% capacity in the event of any single full site failure.
- Our commercial-grade datacenters have diversity across vendors so that in the event of any business disruption critical customer documents remain available.
- DocuSign is dedicated to providing transparent communications to our customers. We send product release notes and communicate maintenance times in advance of changes, and notify customers of performance issues and security alerts immediately upon discovery.
- We regularly post white papers, blog entries, tech/product-notes and other security related documentation to our website.
- Customers can check DocuSign's dedicated Trust Center ([trust.docusign.com](http://trust.docusign.com)) to find security information and system performance.

## Authenticity

Our customers can rely on authenticity of signers – as evidenced by the audit trail and chain of custody offered by our solution.

- DocuSign provides a robust set of mechanisms and options to validate the authenticity of the participants in a signing transaction:
  - » Signature verification, unalterable capture of signing parties' names, emails, public IP addresses, signing events (i.e. viewed, signed, etc.), timestamps, signing location (if provided), and completion status.
  - » A diverse range of authentication options can be layered based on the need to validate the authenticity of signers, including multifactor and two-factor choices.

## Non-Repudiation

Customers' documents are ensured technically, legally, and procedurally unassailable.

- DocuSign is the only eSignature service that provides a variety of unique features for non-repudiation:
  - » A digital audit trail for every envelope that captures the name, email address, authentication method, public IP address, envelope action, and timestamp.
  - » Application and system logging that provide a digital record of the entities accessing the envelopes.
  - » Certifications of completion after all parties have participated in the signing process.



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## Conclusion

DocuSign's security approach is comprehensive. We meet or exceed national and international security standards and lead the eSignature industry in delivering exceptional document and data security. Our Security Assurance Program further demonstrates our commitment to world-class information security.

We consider our customers' security priority number one. Our security approach encompasses everything from our people and processes to our platform and participants – senders, signers, partners and developers. Our robust strategy allows us to ensure the confidentiality, integrity, authenticity, and non-repudiation of our customers' documents, and enables us to deliver 99.99% average uptime and availability of our system.

Our security processes are documented and we are audited on interactions of all these components – this all-inclusive approach is why we are the only ISO 27001 certified eSignature company.

## Additional Resources

The security we offer our customers extends beyond what has been outlined above. A number of additional resources are available that further demonstrate DocuSign's industry leading security strategy. Follow the links below for more details on our security offerings.

- **Trust Center**
  - » [Trust.docusign.com](http://Trust.docusign.com)
- **White Papers**
  - » [No Hiding in the Cloud](#)
  - » [Best Practices for Electronic Document Management and Security](#)
  - » [Security by Design](#)
  - » [Managing Risk and Building Trust in the Cloud](#)
- **Policies**
  - » [Terms of Use](#)
  - » [Privacy Policy](#)
  - » [Use of Cookies](#)

## About DocuSign

DocuSign® is the global standard for electronic signature®. DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.



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For European inquiries: free phone +44 (0) 800 098 8113 | [docusign.com/europe](http://docusign.com/europe)

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