

eFax Corporate[®] Security Information

Maintaining document privacy and data security are significant concerns when it comes to faxing and fax-by-email transmissions, especially for businesses in highly regulated industries such as healthcare, legal, and finance.



Faxed documents are official records of sales orders, contracts, insurance claims, medical records, and other important transactions. These business-critical documents are often subject to strict data-privacy regulations — and if not transmitted and stored securely, businesses can face significant financial liabilities, including fines and penalties, and perhaps even worse, damage to their reputation.

eFax Corporate[®], part of the j2 Global[®] portfolio of cloud fax services for businesses, is architected to secure and protect online fax-to-email transmissions against the vulnerabilities associated with traditional fax techniques. Through enhanced encryption protocols such as Transport Layer Security (TLS) — among other advanced security measures — eFax Corporate helps protect the privacy and security of your fax-to-email documents by enabling your organisation to eliminate the compliance risks associated with traditional fax equipment and paper faxes.

Company Overview

j2 Global, Inc. based in Los Angeles, California, has a world-wide presence on four continents. In addition to the company's numerous offices in the U.S. and Canada, j2 Global also has a European headquarters in Dublin, Ireland. Founded in 1994, j2 Global is publicly traded on the NASDAQ exchange (symbol: JCOM) and has a market capitalisation of US \$3.9 billion (3.5 billion euro). More than 11 million customers use j2 Global's eFax[®] products on a daily basis, with millions of fax pages traversing our network successfully every day. Our thousands of customers worldwide include nearly half of the Fortune 500; many of the most successful finance, healthcare and legal companies; government entities; as well as businesses in other industries that require private, secure and compliant solutions.



Security Governance

j2 Global maintains a formal documented security policy, approved by Senior Executive Management, consistent with multiple industry best practice frameworks, including ISO 27002:2013, OWASP, NIST, and SANS. The policy is integrated into all aspects of our operational model, with internal compliance guaranteed via regular audits. j2 Global is tested monthly and audited quarterly against PCIDSS Merchant Level 2; compliance or partnership is also maintained with Sarbanes-Oxley, PCI-DSS, and the Shared Assessments program. We maintain a dedicated team of certified security professionals to manage this policy, including a Privacy Officer who enforces the company's privacy statement, which you can review at <http://www.j2global.com/privacy>. Additional j2 Global products are available to help businesses meet specific regulations.

Network Architecture & Security

j2 Global operates more than 27 data centres and colocations worldwide to support the eFax network, with the primary data centre located at company headquarters in Los Angeles, California. Our network infrastructure is built on a SIP-based model providing real-time failover to any of our many geographically dispersed locations across the U.S., as well as our additional locations in Canada and Western Europe. Our colocations are maintained in telco-grade Tier 3 or Tier 4 facilities operated by major hosting providers. The network is protected using multiple next-gen firewalls, uniform Intrusion Protection Systems (IPS) and distributed end-point protection with signatures that are updated daily.

Physical Security

All j2 Global network assets are protected using security guards, proximity controls, biometric controls, closed-circuit television feeds (CCTV), man-trap doors, as well as traditional lock and key. Redundant power supplies, fire suppression and environmental controls are also in place and monitored 24x7x365 through our Network Operations Centre.

Data Security & Encryption Standards

All systems processing data are maintained in secure production queues. Multi-factor authentication is required for system entry. All activities, including access attempts, are logged and reviewed. All network data is transmitted within encrypted VPN tunnels between our data sites. Furthermore, faxes transmitted to customers over public networks can be encrypted using enforced TLS. Customer data access via the Internet is accomplished using TLS-secured sessions with a publicly signed VeriSign Certificate and SHA-256 hash with 2048-bit RSA encryption. No customer fax data is shared with any third parties outside of j2 Global audit functions.

Change Management

Change Management is implemented at j2 via a Change Control Board (CCB) to ensure that standardised methods (SDLC) are used for efficient and prompt handling of all changes to mission-critical components. This includes security code reviews, a QA period on a dedicated and segregated test platform, and staged deployment with rollback procedures. The CCB meets daily to ensure optimal service levels are maintained. Change windows are largely non-service impacting; however, in the unlikely event of scheduled downtime, sufficient prior notification is given to all customers.

Disaster Recovery & Business Continuity

j2 Global maintains a dedicated disaster-recovery site for the network management services normally maintained in the Los Angeles Data Centre. Disaster-recovery plans are reviewed and tested on a quarterly basis. Inbound and outbound eFax services are maintained with a high level of business continuity on N+1 engineering and geographically dispersed site redundancy. Our globally distributed network ensures high availability and load balancing across data centres and colocations, enabling j2 to manage fax data traffic and reroute additional loads should one data centre be disrupted.

About eFax Corporate

eFax® is the world's leading online fax solution, with more than 11 million customers worldwide. eFax lets users receive, review, edit, sign, send and store faxes by email or through a web interface. eFax offers plans for individual users and provides corporate solutions. eFax is a brand of the j2 Cloud Connect division of j2 Global®, Inc. and a registered trademark of j2 Cloud Services™, Inc. and j2 Global Holdings Ltd. Learn more at enterprise.efax.com.au

Visit us at enterprise.efax.com.au or contact our enterprise sales team at 0800 689 0588, to get started with your eFax Corporate® free trial.



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