

Meeting Canadian data residency requirements

We understand that security and privacy are of the highest priority, which is why we provide critical in-country data storage for our Canadian customers.

Cloud computing—and the location of data—has become a top priority for the Government of Canada since announcing its "cloud-first" strategy in 2018, recognizing that the cloud is the "preferred option for delivering IT services".

While the directives supported digital transformation initiatives, they also posed data storage challenges for both companies purchasing cloud-based services as well third-party cloud service providers.

What is data residency?

Data residency refers to where an organization—government body or business—specifies that their data be stored in a geographical location of their choice, usually for regulatory or policy reasons.

It's also important to note that content created in Canada and stored in a Canadian data center is governed by the Canadian Privacy Act as well as the Personal Information Protection and Electronic Documents Act (PIPEDA).

Given that Canada now has one of the most stringent privacy laws, data residency may be a requirement if you are considering cloud-based applications and infrastructure. That's why you need to be confident your data is protected by choosing a technology partner who understands that security and privacy are of the highest priority.



Top considerations for companies adopting digital transformation technologies

- Data residency
- Privacy
- Data security
- Data breach remediation and contingency plans
- Data retention requirements
- Compliance with data privacy laws
- Sensitivity of data—e.g. healthcare-specific or personally identifiable information (PII), credit card information, social security numbers, and more

Upland prides itself on its ability to adhere to rigorous global privacy and security requirements to ensure the growth of its customers.

Upland, a leader in cloud-based digital transformation products, and AccuRoute CloudFAX, its cloud-based fax solution, have a long history of supporting regulatory requirements, data security, and data residency in the countries in which we operate.

AccuRoute CloudFAX made significant investments to open a new Montreal-based data center in 2020 to provide critical in-country data storage for Canadian customers. We have also partnered with Canadian-based carriers to provide both a point-of-presence and phone lines.

Our approach to data security is fundamental and is the basis for providing a superior enterprise-grade cloud experience. Providing customers with innovative, secure solutions is inherent in our corporate culture and acts as a key differentiator in our products.

Upland is committed to the confidentiality, integrity, and availability of our Canadian customers' critical data. We know how vital these components are for business operations, especially as customers look to accelerate their digital transformation efforts with our cloud-based fax solution.



Ready to get things done?

Let us show you what Upland AccuRoute can do.

[Request a Demo](#)

Upland AccuRoute helps organizations accelerate business processes by allowing users to easily capture, process, deliver, and fax content from any device using a single, unified platform. AccuRoute automates data capture and extraction using optical character recognition (OCR) to securely process through workflows to applications, people, or storage.

