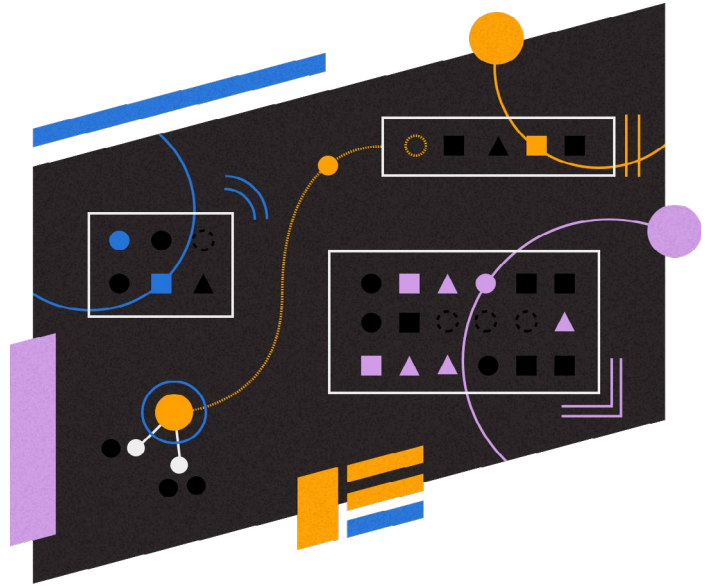




# Best-in-class data security and compliance

You can't afford to compromise on data integrity. InterFAX ensures your critical data is safe and secure.



**Fax at volume anywhere in the world—quickly, reliably, and securely.**



## Incoming fax encryption

Encrypts incoming faxes forwarded to you via email, TLS, or signed email (PKI), securing the contents while in transit from our servers to your computer.

- Set up encrypted fax confirmation messages for both incoming and outgoing faxes
- Additional "delete fax after completion" feature ensures data privacy
- Employs active-active infrastructure, separate infrastructure, private queues, and dedicated servers



## Outgoing fax encryption

Accepts your outgoing fax documents via TLS, signed email (PKI), or TLS-secured email-to-fax, so the content of your outgoing mail is secure while in transit to your servers.

- Obtain the InterFAX public key signature as a one-time initial action in order to encrypt your outbound messages for PKI
- Hardened IT infrastructure system reduces security risk
- Controlled delivery and data sovereignty ensures secure receipt within borders

# Data security and privacy is top priority, and InterFAX delivers

## Protecting personal data

Personally identifiable information (PII) relates to an individual's private, professional, or public life: names, photos, email addresses, bank details, medical data, even a computer's IP address. The collection and storage of PII is essential in today's digital age since organizations use the data continuously in diverse ways.

## PCI DSS compliance

Payment Card Industry Data Security Standard (PCI DSS) requirements ensure that all companies processing, storing, or transmitting credit card information maintain a secure environment. If you send faxes that include full credit card numbers, you need to comply with PCI DSS.

InterFAX PCI Compliant Fax is a premium security service offering the highest level of client data protection with PCI DSS Tier 1 certification. Faxes are sent through a hardened subsystem that has undergone rigorous compliance testing and enables PCI-compliant fax transmission and reception.

InterFAX is proud to be the world's first and only fully certified inbound and outbound PCI DSS cloud fax service provider.

## HIPAA compliance

The Health Insurance Portability and Accountability Act (HIPAA) makes it mandatory for healthcare providers and organizations to improve the efficiency of electronic transactions while ensuring the security and confidentiality of information. InterFAX utilizes security features such as full audit trailing, user authentication, deletion upon delivery, and TLS/PKI encryption, all of which are paramount to ensuring compliant environments.

## ISO 27001

ISO 27001 is the internationally recognized and respected standard that determines if a company is following information security best practices. This completely neutral standard applies an exacting, risk-based approach to determine the security of data in an organization, assessing IT structure, processes, and people.



*We have used Upland's faxing solution for our bulk fax needs for multiple years and have found it to be simpler and more efficient to work with than other fax service providers. We particularly enjoy the ability to communicate securely through InterFAX API/web service.*

**Renzo Luzzatti**  
President, US-Rx Care



# We provide reliable cloud fax backed by the highest level of security



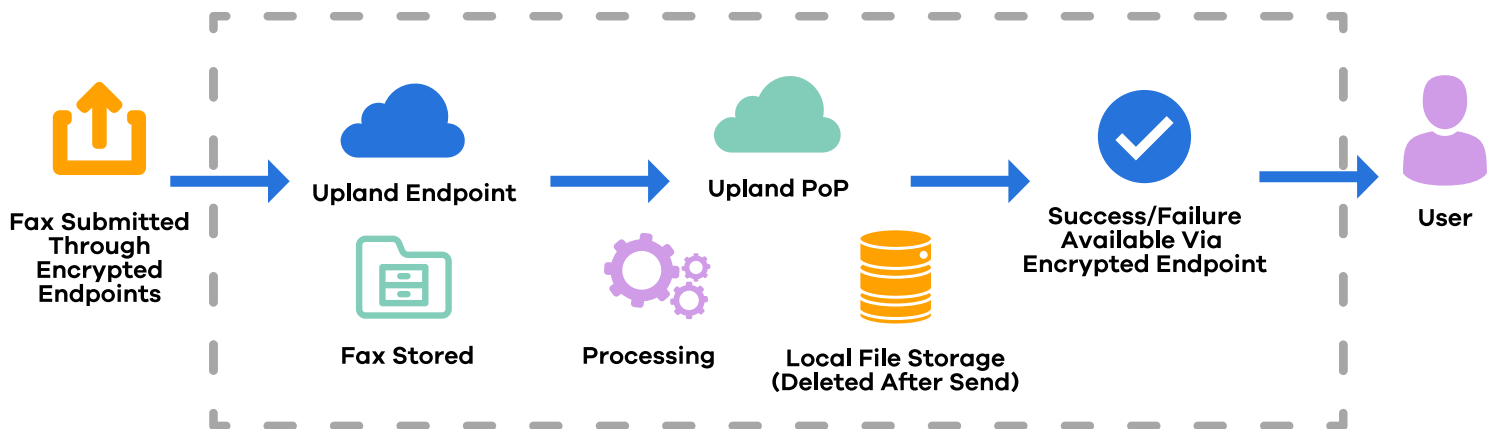
## Outbound data flow

Secure transmission of documents comes down to the mechanism in which they're sent, stored, and what is done post-processing. When a fax is sent through InterFAX, it is submitted directly through the web service, through email, or uploaded through the web portal to the Upland infrastructure.

When submitting through the web services or through the web portals, InterFAX fully supports HTTPS with TLS 1.2 and current encryption protocols. We also support negotiated-secure communication with email servers that support this capability when a user submits their fax via email. The fax is then processed through Upland's highly secure, PCI DSS-compliant and ISO 27001 certified data centers as it prepares for fax transmission.

Lastly, one of the most important steps is the availability for deletion after sending. InterFAX can automatically delete the fax from the system immediately or at a set time period after the transmission has been sent.

This diagram represents HTTPS-based implementations of Upland Software email servers, which negotiate TLS encryption if available.



## Features

- **Hide destination fax number:** Add an extra layer of security by hiding the destination fax number from the fax header
- **User authentication:** User-based permissions based on user credential authentication
- **Automatic fax removal:** Sensitive messages can be automatically deleted from Upland servers upon delivery
- **Audit trail:** Retrieve a full audit trail of faxes sent and received through Upland servers



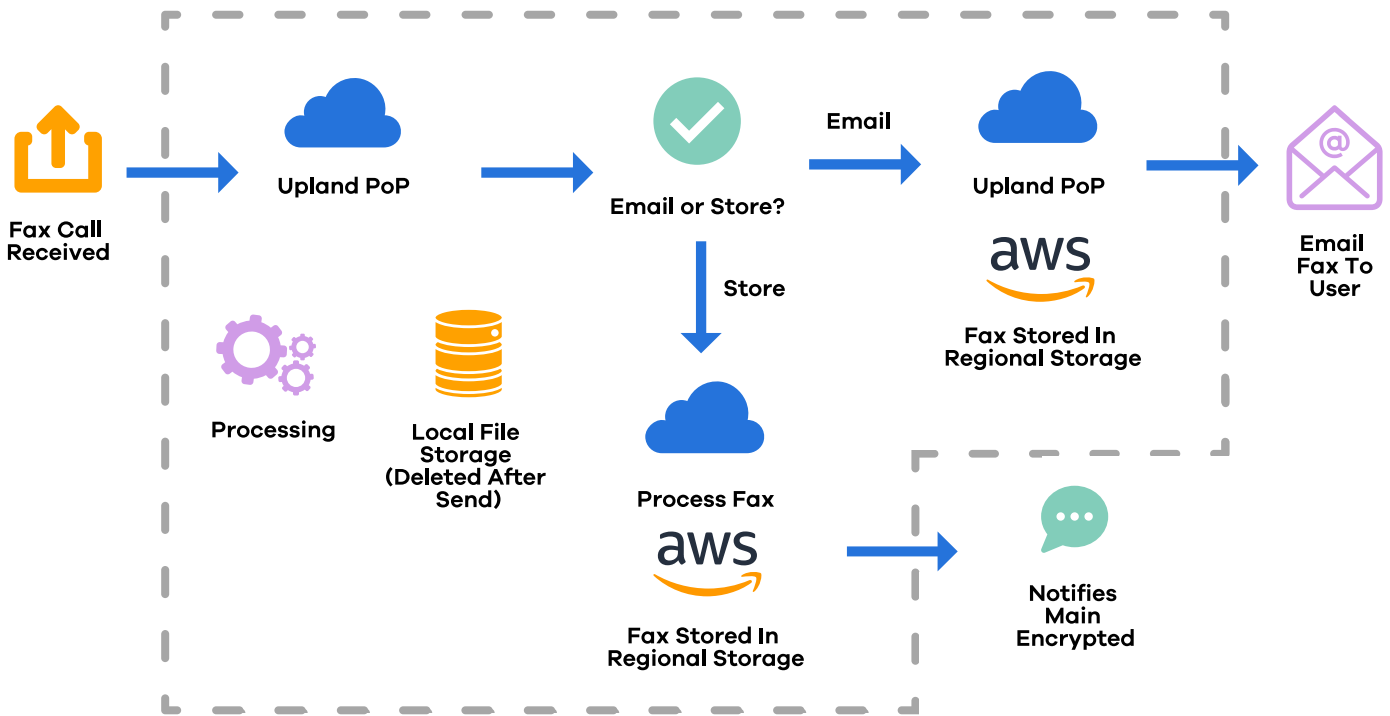
# Empower remote workers with access to faxes from anywhere and any device



## Inbound data flow

Receiving a document in fax terms is sometimes referred to as a “call” and is another key method of secure transmission. Once a call is received from another fax carrier by our service, it is again contained within the secure walls of our Upland cloud environment and is ready for transmission to the recipient. A fax recipient within InterFAX potentially could be a couple of different places. You could receive the document in your web portal at <https://login.interfax.net/login>, automatically retrieve it via API web service, or the transmission can be automatically sent to your email.

Upland's data centers maintain market standard security protocols and are certified ISO 27001 and PCI DSS-compliant by third party vendor. This diagram represents HTTPS-based implementations of InterFAX. Upland Software's email servers negotiate TLS encryption if available.

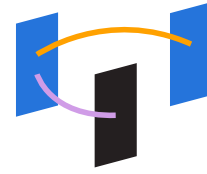


## Receive faxes from a variety of sources

- **Web interface:** Sign in from anywhere by just using a web browser and going to <https://login.interfax.net/login>
- **Web API service:** Automate fax reception as a tool for a business or an engine in your development platform
- **Email:** Securely access faxes in your inbox by sending it to your email as an attachment







### Complementary products

Pair Upland InterFAX with other Upland Content Lifecycle Automation products for a secure, automated end-to-end solution.

 **FileBound**

 **AccuRoute**



**Upland's expert team will help you define the right strategic approach for your digital transformation needs and ensure our technology aligns with your goals, resources, and processes.**



## Ready to get things done?

Let us show you what Upland InterFAX can do.

[Request a Demo](#)

### Securely transmit documents and access digital workflows from anywhere

**Upland InterFAX** is an enterprise-class cloud fax solution that enables global organizations to send and receive documents and streamline digital workflows with optional AI-data management features. Easily integrate with systems you use daily and utilize our scalable, versatile Developer API for endless customization.

