What HIPAA Compliance Means for Zultys and Its Clients in Healthcare and Beyond

When the Health Insurance Portability and Accountability Act (HIPAA) was passed in 1996, the bar was set for the protection of personal and sensitive information (e.g., medical and social security information) in healthcare and beyond.

Zultys is **HIPAA-compliant**, which is an important enhancement to our already robust suite of products. As a HIPAA-compliant Business Associate, we are bound to all HIPAA technical, physical, and administrative safeguards that are required by a Business Associate. We adhere to the strictest standards as required by law to protect the electronic personal health information (PHI) of our clients and their patients:

- **We maintain the confidentiality, integrity, and availability** of all electronic PHI that we receive, store, or transmit.
- **We protect against reasonably anticipated threats** to the security or integrity of the information.
- **We guard against** reasonably anticipated, impermissible uses or disclosures.
- **We maintain workforce** compliance.

Why HIPAA Compliance Matters

Inside and outside the healthcare industry, the fact that we are a HIPAA-compliant Business Associate should provide peace of mind to any of our clients who wish to execute a formal Business Associate Agreement with us. Within Zultys' data centers, all information shared through instant messaging, voicemail, audio and video calls, and fax transmission is protected. Zultys maintains all customer information on encrypted storage, and all data on an MX system is password protected and limited to authorized personnel.

We constantly update our technology to ensure that transmission of confidential information is protected from anticipated security threats, and we keep our workforce compliant through ongoing staff training and administrative safeguards that control who can access the information.

Knowing clients' information is secure and guarded by multiple levels of security is only half the battle. Clients also want to know that their data and information are recoverable in case of disaster. Equipped with strategically located and redundant data centers, Zultys is prepared to fully restore client data, integrity intact, within minutes of a disaster. Our technology ensures:

Reliability, Redundancy, and Security

Our Cloud Services solution target goal is **99.999% reliability**, with multiple redundant data back-up centers that are monitored 24/7/365 to ensure an industry-leading level of security and uptime. Our data centers back up all Zultys solutions, so customers never have to worry about system failure.

Encryption of data in transit and at rest*	Authentication to ensure identity	Secure backup of data	Disaster recovery plans	Security incident policies and procedures	Workforce training requirements	Physical security policies and procedures

*Zultys data centers only

Executing a Business Associate Agreement (BAA) With Zultys

Zultys adheres to HIPAA compliance within our data centers, and end users are responsible for all administrative, physical, and technical safeguards at the local site. Zultys Partners who implement and maintain HIPAA-compliant MX systems must be HIPAA compliant, execute a BAA directly with the end user, and execute a BAA with Zultys to maintain the HIPAA chain of trust. HIPAA-compliant MX systems must be configured per the Zultys KBS document "Configuring the MX for HIPAA Compliance."

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