



## Data Sheet – Private and Secure Fax Transmission

Most organizations invest considerable resources to ensure their email and Internet communications are private and secure, but overlook these critical issues when it comes to their fax communications. Consider:

- ❖ Traditional shared fax machines expose confidential faxes as they sit idly on the paper tray.
- ❖ Fax machines defeat compliance tracking – incoming and outgoing faxes are not tracked or archived.
- ❖ Faxes to home offices often end up in curbside recycling with sensitive information publicly available.
- ❖ Privacy regulations mandate that businesses guarantee that they keep their clients' personal information fully confidential. Technical and organizational safeguards must be put in place to ensure compliance with these regulations.

### MyFax™ keeps your fax communications private and secure.

MyFax is an Internet-based fax service that lets you send and receive faxes using existing email accounts and the web, so your communications remain fully confidential. You can be sure that your message is sent directly to the intended recipient. What's more, both the sender and receiver can track outgoing faxes online.

#### Secure Solutions for a Variety of Applications

- Patient health information
- Loan applications
- House purchase transactions
- Policy updates
- Confidential policy holder information
- Personal investment data
- Trading information
- Financial statements
- Customer statements and invoices
- Resumes / confidential employee information

#### Secure Faxing Options.

With MyFax, you get a fully secure fax offering at no additional cost:

##### Secure email delivery

- ❖ Faxes sent and received via email can be protected through PGP encryption when the user has installed PGP software and has provided Protus with their PGP Public Key. When a fax is sent to a MyFax customer, the fax is first converted to a TIFF file format. This TIFF file is then attached to an email and forwarded to the MyFax recipient. If the recipient has provided Protus with their PGP Public Key, Protus automatically encrypts the message using the recipient's Public Key before delivery. The recipient's PGP-enabled email software will then decrypt it for viewing. Complete, end-to-end security is provided through a fully automated, widely available, and easy-to-use process.
- ❖ Optional: Get notified via email that a new fax has been received - without having the fax attached to the email. When this option is activated, an email notification is sent when a new fax arrives. The notification contains a link to a secure web page where the fax can be retrieved after inputting the user login and password.

##### Secure web delivery

- ❖ Send and receive faxes through password-protected web pages.

##### Secure VPN

- ❖ Can be customized for specific applications.

## Safe Faxing Tips

- Assess the Recipient's Security Infrastructure – Always ensure that the receiver has taken appropriate precautions to prevent anyone else from accessing the electronic or paper-based faxed documents.
- Confirm Recipient's Fax Number – Before sending a fax, check that the receiver's number is correct.
- Include a Cover Sheet – Always complete a fax cover sheet that clearly identifies both the sender and the intended receiver. The cover sheet should include a standard confidentiality notice.

## Key Features

<b>Physical Safeguards</b>	Protus servers housed in a secure environment (includes 24-hour physical security) that is accessed by approved personnel only. All information that passes through the Protus internal server environment remains protected, secure, and all servers have built in backup for continuous operation. Redundant electrical generators and data centre air conditioners are on standby in case of emergency.
<b>Perimeter Defense</b>	The network perimeter is protected by multiple firewalls and monitored by intrusion detection systems.
<b>Data Encryption</b>	Protus leverages the strongest encryption products to protect customer data and communications, including 128-bit Verisign SSL Certification and 1024 Bit RSA public keys. Protus can also use PGP security encryption and decryption software to secure electronic information.
<b>User Authentication</b>	Users can only access the MyFax service with a valid username and password combination, which is encrypted via SSL while in transmission.
<b>Application Security</b>	Our robust application security model prevents one Protus customer from accessing another's data. This model is reapplied with every request and enforced for the entire duration of a user session.
<b>Internal Systems Security</b>	Inside of the perimeter of firewalls, systems are safeguarded by network address translation, port redirection, IP masquerading, non-routable IP addressing schemes, and more.
<b>Operating System Security</b>	We protect all operating system accounts with passwords, and production servers do not share a master password database.
<b>Database Security</b>	Access to production databases is limited to a number of points, and production databases do not share a master password database.
<b>Server Management Security</b>	All data that is provided by a customer is owned by that customer. Protus does not utilize any managed service providers. The Protus Operations team provides all system management, maintenance, monitoring, and backups.
<b>Reliability and Backup</b>	All networking components, SSL accelerators, load balancers, Web servers, and application servers are in a redundant configuration. All customer data is stored on a primary database server that is clustered with a backup database server for redundancy. All customer data is automatically backed-up and cloned to a second tape library to verify their integrity, and the clones are moved to secure, fire-resistant off-site storage on a regular basis. Disaster recovery plans are in place.

## About MyFax

MyFax is the fastest growing Internet fax service used by individuals, small, medium and large businesses to send and receive faxes using existing email accounts or the web. MyFax offers services in North America, Europe and the UK to industries recognized among the fastest growing adopters of internet fax including finance, insurance, real estate, healthcare, transportation and government. More than 10,000 new customers subscribe to MyFax each month. Additional information is available at [www.myfax.com](http://www.myfax.com).

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MFVFS0407