



# RPOST

# COMPLIANCE OVERVIEW

## Securing Email and Digitizing Workflows

RPost has set the global standard for secure and certified electronic communications with its patented e-delivery proof, encryption, and e-signature technologies. Millions of users have enjoyed RPost services for more than a decade in more than 100 countries.

Built on RPost's award-winning, patented, and time-tested **RMail**® and **RSign**® platforms, RPost's products are often part of **HealthTech**, **FinTech**, and **LegalTech** initiatives to improve operations, add more cybersecurity, improve privacy compliance, and digitize workflows.

Across industries, our customers rely on the use of RPost technologies for health care privacy compliance, life sciences safety notices, e-prescriptions, and more (e.g. HealthTech), to record insurance and financial transactions (e.g. FinTech), and to send critical notices that have legal consequence if later challenged (e.g. LegalTech). In these areas, our customers and partners view RPost as a worldwide leader; we make it easy and secure for them to modernize processes and improve cybersecurity and compliance.



### Email Encryption

Data Privacy, Proof of Compliance



### Registered E-Mail™

Open Track, Delivery, Content Proof



### Electronic Signatures

Speed Signoff, Authenticated, Legal

**RMail specializes in security and compliance** with its award-winning email encryption, auditable proof of privacy compliance, secure file sharing, and certified e-delivery proof services. RMail technology patents describe some of the most important inventions related to tracking and proving electronic message delivery.



**RSign specializes in e-signatures, forms, and digitizing transactions and workflows.** RSign technology patents describe some of the foundational inventions that make today's e-signatures simple, legal, and automated.



**Our largest customers are some of the world's most respected brands.** Our platform partners are using our technologies to automate processes for their customers in their respective industries. As a product innovator, we have built our more than 50 patented innovations into products that our customers and partners enjoy daily, rooted in our original patented **Registered Email**™ technology.

**Our mission is to help our customers worldwide** communicate and transact electronically in the most secure, compliant, and productive ways possible, and to continuously innovate our products to support their evolving needs.

**We successfully accomplish this through our expert teams** in the United States, United Kingdom, Switzerland, Costa Rica, Brazil, Argentina and India, and with our partners everywhere.

## RPost Security, Privacy, Compliance Certifications.

RPost systems have been reviewed for privacy, security, and compliance by many credible organizations. The following are some examples and articles with further detail. If you are looking for a specific certification not included, please contact RPost for more details.



**Privacy:** RPost's privacy policies have been certified by the US, European and Swiss governments for compliance with the US-EU Safe Harbor program. [Click to read more.](#)



**Infrastructure Security and Privacy Operations:** RPost operates its systems in a third-party cloud systems infrastructure that has been reviewed and certified compliant by independent organizations for ISO 9001, ISO 27001, ISO 27017, ISO 27018, and AICPA's SOC 1, 2, and 3 ([click to review](#) these and other certifications of RPost cloud infrastructure, or [click here](#) to request access to protected documents).



**Industry Accolades, Awards, Endorsements:** We have been endorsed or identified as a top choice for messaging and document transaction security, privacy compliance, and functionality. RPost was winner of the World Mail Award for Best in Security and has been consistently recognized by leading tech analysts, Gartner and Forrester. RPost has been selected top choice for legal e-delivery in The Corporate Council Guide ([JMBM](#)), for privacy compliance by the London-based Association of Professional Compliance Consultants ([GDPR Guide](#)) and by a variety of insurance, real estate trade and law industry associations including the British Insurance Brokers Association ([BIBA](#)), the Real Estate Services Providers Council ([RESRPO](#)), The Florida Bar ([Tech Essentials](#)), and the Council of Insurance Agents and Brokers ([CIAB](#)). RSign was named a top five e-sign service worldwide, with top scores in several categories (Forrester Research E-Signature Wave). Additionally, RPost has received the **AIN Innovation Award** and the prestigious German **Mittelstand Award** for [Best in Security](#). To request a review of more of these reports, [click here](#).



**Financial Privacy and Security:** RPost has established system settings for its encryption services for those who are required to be PCI compliant. Unique to RPost’s RMail email encryption service is an option for PCI complaint encryption. For compliance, these customers set the minimum level of TLS for PCI Compliance. They set the minimum level to TLS 1.2 such that if TLS 1.2 is not available, but a lesser TLS is (or no TLS), the message automatically reverts to RPost’s AES-256 Bit PDF encryption rather than have the message sent TLS 1.0 (or without encryption). To request training on RPost PCI compliance settings, [click here](#).



**Health Care Privacy and Security:** Nelson Mullins Riley & Scarborough LLP lawyers reviewed RPost services and presented a legal opinion confirming that our services are effective for electronic delivery and execution of documents required or regulated under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). Based on their analysis, the attorneys presented the following conclusions:

- An RPost electronic signature can be used when a signature is required by a document governed by HIPAA and is as legally enforceable and legally effective as a ‘wet ink’ signature.
- RPost can be used to deliver documents electronically in conformity with the technical safeguard standards of HIPAA relating to the security of electronic communications of electronic PHI.
- Where notification is required by HIPAA and in the great majority of U.S. Jurisdictions in which UETA applies, RPost’s core Registered Email service does provide the sender with legally valid evidence that notice has been accomplished under HIPAA, as long as RPost’s resulting Registered Receipt email reports at least successful delivery to the recipient’s mail server. [Click here](#) to review this report.



**Consumer Privacy and Security:** Identified with the highest rating for email privacy for GDPR compliance, RMail empowers professionals bound by GDPR compliance with messaging tools that provide legal proof of delivery, the ability to send encrypted email privately, and the convenience of shifting important correspondence to email. RMail even includes electronic signature capabilities, so legal professionals can get legally binding signatures on agreements, contracts and other documents electronically.

According to Nick Hawke, Chief Executive Officer, Association of Professional Compliance Consultants (APCC), “RMail offers useful parameters that an organization should consider in its selection of an appropriate solution and a perspective on several of the leading offerings.” RMail fulfills GDPR privacy compliance discussed in detail in GDPR Article 5 Clause 1(f) and 2, and Article 32 Clause 1(a) and 1(d) which focus on the requirement to protect personal data during transmission with the ability to demonstrate fact of protection of personal data.

RMail is designed to not only make it easy to enhance data privacy compliance in case of compliance audits or accusations of a data breach, but also to provide an important tool to protect strategic business secrets. Other technologies considered include PKI, PGP, TLS, Link Retrieval, HTML Wrapper, File Sharing, and PDF systems, with providers and products based on these technologies considered. Click [here](#) to review a report with a foreword by the London-based Association of Professional Compliance Consultants.



Office of the  
Privacy Commissioner  
of Canada

**Canadian Privacy Statutes:** There are four private sector privacy statutes that govern the collection, use, disclosure and management of personal information in Canada: (i) the Federal Personal Information Protection and Electronic Documents Act, S.C. 2000, ch. 5 (“PIPEDA”); (ii) Alberta’s Personal Information Protection Act, S.A. 2003, ch. P-6.5 (“PIPA Alberta”); (iii) British Columbia’s Personal Information Protection Act, S.B.C. 2003, ch. 63 (“PIPA BC”); and (iv) Québec’s An Act Respecting the Protection of Personal Information in the Private Sector, R.S.Q., ch. P-39.1 (“Québec Privacy Act”). Collectively, referred to as the “Canadian Privacy Statutes”. The private sector privacy statutes in Alberta, British Columbia and Québec have each been deemed “substantially similar” to PIPEDA. The health privacy statutes in Ontario, New Brunswick, Newfoundland & Labrador and Nova Scotia have also been deemed substantially similar to PIPEDA.

*“Under Canadian Privacy Statutes governing the private sector, organisations are responsible for personal information in their custody or control, including personal information transferred to third parties for processing. In general, Canadian Privacy Statutes permit the non-consensual transfer of personal information to third-party processors outside Canada, provided the transferring organisation uses contractual or other means to provide a comparable level of protection while the information is being processed by the foreign processor.” Osler, Hoskin & Harcourt LLP, a Canadian privacy law firm; Section 11 of Chapter 7 of “The International Comparative Legal Guide to: A practical cross-border insight into data protection law” Published by Global Legal Group. 5th Edition Data Protection 2018.*

RPost has financial services companies that are customers in Canada that have opted to use RPost services connected to the RPost global infrastructure in Frankfurt, Germany, which operates under the European General Data Privacy Regulation (GDPR). RPost believes these Canadian customers of RPost services opt for this as it meets the desired privacy concerns in compliance with Canadian Privacy Statutes that permit the non-consensual transfer of personal information to third-party processors outside Canada as long as the (RPost) systems processing the data has a comparable level of protection to the Canadian Privacy Statutes while the information is being processed by the foreign processor (RPost). Additionally, RPost security gateway may be deployed by the customer on premise in Canada.

Ref: RPost [privacy policy](#) (in compliance with GDPR). Association of Profession Compliance Consultants Foreword in [GDPR Guide](#). Canadian [law firm analysis](#) See section 11.1.



**Legal Electronic Transactions, ESIGN, UETA, and UCC Article 9:** Lawyers at Jeffer Mangels Butler & Mitchell LLP and Locke Lord LLP have reviewed RPost services and affirmed acceptability for use for electronic signatures, e-delivery proof, chattel e-paper and other compliance, in accordance ESIGN, UETA, and UCC Article 9.

- **DELIVERY PROOF:** RPost’s Registered Email® service provides a record of sending and receiving in accordance with the Uniform Electronic Transactions Act (UETA) by recording the recipient’s server’s receipt thereof;
- **CONTENT PROOF:** The encryption and tamper-detectability of RPost’s Registered Email® service preserves the contents of emails and their attachments so as to satisfy process requirements designed under UETA or the Electronic Signatures in Global and National Commerce Act (ESIGN) and evidence law and to establish evidence of content;
- **OFFICIAL TIME STAMP:** RPost’s link to a trusted and objective time source provides essential and credible evidence in disputes in which the time an email was sent or received is material to the case;
- **ADMISSIBLE EVIDENCE:** RPost’s Registered Email® service receipts are admissible as to their fact of delivery, as to their legal time of delivery and as to the authenticity of their content;

- FUNCTIONAL EQUIVALENCE: RPost's Registered Email® service, under UETA and ESIGN, can serve as the functional equivalent of paper mail, to be used in lieu of certified mail, registered mail, return receipt mail, private express mail services, fax logs and similar types of paper mail services; and
- ELECTRONIC ORIGINAL: RPost's Authentication Receipt™ provides a true electronic original of the message content, message attachments, and transmission meta-data including the delivery audit trail ([read law report](#)).
- For Legal Electronic Notice and Signature Requirement for Factors, Asset-based Lenders & Financial Intermediaries, RPost legal e-delivery proof and e-signatures satisfy legal requirements when UETA and ESIGN defer to the Uniform Commercial Code (UCC) on the applicability of electronic transactions in certain areas. As a result, for factors and other secured lenders, the UCC, and in particular UCC Section 9, governing secured transactions, is more important than UETA and ESIGN, and RPost services operated in accordance with e-transaction requirements of UCC Article 9 ([read law report](#)).



**Legal E-Delivery Proof and Court Admissibility:** The British Standards Institution (BSI) reviewed the RPost service for compliance with e-delivery proof and authenticated e-sign transactions. Alan Shipman, author of the BSI's 'Legal admissibility' Code of Practice, opines that RPost's services provide proof of email delivery, official time sent and received, and content/attachments, presentable in a manner that can be self-authenticated and admitted into court in the United Kingdom. ([Click to read report](#)).



**European Advanced Electronic Signature:** eIDAS (Electronic Identification, Authentication and Trust Services) is an EU regulation on electronic identification and trust services for electronic transactions in the European Single Market established in EU Regulation 910/2014 of 23 July 2014 on electronic identification. RPost services meet the Advanced Electronic Signature standard as defined by eIDAS.



Richard Horn  
Legal PLLC

**Consumer Real Estate Lending Transactions:** Richard Horn led the final TRID rule while a Senior Counsel & Special Advisor in the Consumer Financial Protection Bureau’s Office of Regulations. Horn concluded that the RPost Registered Receipt email can satisfy the record retention requirements under the TRID rule with respect to the delivery of the TRID disclosures. The TRID rule permits electronic delivery of the TRID disclosures in compliance with the E-Sign Act. The Registered Receipt e-mail has the capability to authenticate and accurately reproduce the original e-mail and attachments, including any attached disclosures, which satisfies the E-Sign Act’s retention and accurate reproduction requirements. Accordingly, as the Registered Receipt e-mail can be provided to third parties and used to authenticate the content and attachments to the e-mail, creditors can retain the e-mail to enable access to parties entitled to access to such records for the period required by law, which satisfies the E-Sign Act’s access requirements. In addition, the Registered Receipt email can provide evidence of the date of delivery of the e-mail. Thus, the Registered Receipt e-mail should generally enable creditors to satisfy the record retention requirements under the TRID rule with respect to the delivery of the TRID disclosures. To request a review of this report, [click here](#).