

**DocuSign®**

**EMEA  
Trust Brief**

# DocuSign's commitment to trust

Businesses around the globe leverage the DocuSign Agreement Cloud for their most sensitive and time-critical transactions, and we're committed to maintaining the secure, compliant, and available environment they've come to trust. In fact, trust is at the core of our business and woven into everything we do.



## World-class protection

Strong security mechanisms and robust operational processes allow us to meet or exceed the highest international security standards and protect your documents and data.



## Global reach and acceptance

DocuSign eSignature is lawful in most civil and common law jurisdictions for most agreement types and employed by hundreds of millions of users worldwide, including the European Union.



## High availability

A robust infrastructure delivering consistent high availability provides assurance that our service is there whenever you need it.

## World-class protection

DocuSign has implemented rigorous policies, processes, and training to meet the strict privacy, security, and compliance requirements of some of the most stringent certifications around the world.

### Privacy

We secure and protect not only your agreements but also the critical business and personal information that you entrusted to us.

### Confidentiality

DocuSign manages customer data only on the customer's behalf and in accordance with their instructions. We access personal data only to the extent necessary to perform services, and we require all third-party subprocessors to adhere to the same privacy practices as DocuSign.

### Privacy rights

We recognise the privacy rights of our prospects, customers, and partners and adhere to global privacy regulations, including the European Union's [General Data Protection Regulation](#) (GDPR).

### Binding Corporate Rules (BCR)

DocuSign received approval of our applications for BCR as both a data processor and data controller from the European Union Data Protection Authorities (DPA). Considered the gold standard for data protection, BCR are a strict set of rules for members of the corporate family and are very difficult to obtain. Approval from the European DPA typically takes over two years and requires significant resources to draft, implement, and maintain. Only the most privacy-committed organisations successfully achieve BCR approval. To date, fewer than 100 companies worldwide have obtained approval. [Learn more about DocuSign's BCRs on our Trust Centre.](#)

### Privacy management

We continually review rapidly evolving global privacy requirements to strengthen DocuSign's data protection program. We also regularly perform internal audits of our privacy practices and train all personnel on data privacy.

## Security

We make significant investments in our security and operations and maintain a comprehensive and robust approach across our platform, processes, and people.

### Platform

DocuSign's advanced platform architecture and security operations are designed to maximise security for data at rest and in transit, and each component of our trusted platform undergoes stringent security review.

*Geo-diverse, ISO-certified, SOC-audited data centres | 24x7x365 onsite security | Endpoint security  
AES 256-bit encryption (at rest) | PKI technology | Malware protection*

### Processes

DocuSign's expansive protection program – including environment monitoring, security reviews, and external penetration testing – allows us to adjust our security posture and protect customer data across our services.

*24/7 incident response | Processes, policies, and reviews | SDLC security*

### People

Everyone at DocuSign is committed to security excellence, and our training and awareness programs ensure that privacy and security stay top of mind. We also actively monitor, manage, and improve the security across DocuSign.

*DocuSign security council | Cross-functional security experts | Annual and specialised training*

## Risk management

DocuSign proactively employs risk management methods across our enterprise to identify, manage, and mitigate risk. We meet or exceed national and international standards while maintaining strict policies and practices that set the standard for world-class risk management.

### Enterprise risk management

DocuSign has adopted a holistic, enterprise-wide approach to risk management. We continually identify, assess, and analyse key conditions and events in terms of likelihood and magnitude of impact to our business. This comprehensive monitoring process is complemented by an in-depth response strategy.

### DocuSign Control Framework (DCF)

The DCF is a comprehensive matrix that tracks control activities across DocuSign's entire eSignature platform and operations. A security subset of the DCF ensures mapping and adherence to key security, privacy, and industry standards, such as SOC 1, SOC 2, ISO 27001, and PCI DSS.

### Internal audits

Internal audit teams continually review security and operational processes.

## Compliance certifications

In addition to internal audits, DocuSign also undergoes regular external audits to maintain globally recognised certifications and attestations, including:



### **SOC 1 Type 2 and SOC 2 Type 2**

As a SOC 1 and SOC 2-certified organization, DocuSign undergoes annual examination and testing. The resulting external audit reports attest to the design and operating effectiveness of internal controls across our business, including security, availability, processing integrity, and confidentiality.



### **ISO 27001: 2013**

The highest level of global information security assurance available today, ISO 27001 provides customers assurance that DocuSign meets stringent international standards on security.



### **PCI DSS**

DocuSign maintains compliance with the current version of the PCI Data Security Standard (DSS) to ensure safe and secure handling of credit card holder information.

For a full list of our certifications and geographical recognition, visit the [Compliance page on the DocuSign Trust Centre](#).

## Global reach and acceptance

DocuSign's eSignature solution is lawful in most civil and common law jurisdictions for agreements with few exceptions. The solution provides authenticated signer identity, signature validity, and enhanced privacy and security features that support court admissibility and non-repudiation.

Review the [DocuSign eSignature Legality Guide](#) to learn about current eSignature laws, local legal systems, and electronic signature technology preferences for countries around the world.

## EU e-signature standards



### Electronic Identification, Authentication, and trust Services (eIDAS)

Adopted by all EU member states, eIDAS makes cross-border transactions easier. DocuSign adheres to the PKI requirements for safe digital signing and supports all three EU eIDAS e-signature levels (standard, advanced, and qualified), so you can choose the appropriate option given the document's sensitivity and the signer's location.

### EU Trusted List

DocuSign France SAS, a DocuSign company, is listed as a qualified trust service provider (TSP) in the [Trusted List](#) managed by the French IT Security Agency, ANSSI. As a TSP, DocuSign France provides qualified electronic signatures (QES), qualified time stamps, advanced electronic signatures (AES), and advanced seals recognised by all EU member states.



### Compilation of EU Member States Notification on SSCDs and QSCDs

Listed in [this compilation publication](#), DocuSign owns and operates a remote signature device that's considered both a Qualified Signature Creation Device (QSCD) and Secure Signature Creation Device (SSCD).

## Authenticated and valid

Use of strong identity and authentication lowers the risk of repudiation. With DocuSign eSignature, you can confirm the identity of signers using multiple authentication options based on increasing levels of validation. DocuSign also supports digital signatures, provides all signature types defined under eIDAS (Standard, Advanced, and Qualified), and ensures that companies of all sizes can compete at speed and scale in the EU.

With DocuSign Identify, you also have a range of choices if you need to identify signers beyond the standard practice of clicking an emailed link. DocuSign ID Verification, which is fully integrated with DocuSign eSignature, allows you to securely verify signers' identities prior to accessing the agreement. It supports government photo IDs and European eIDs, analysing the document security features and matching the name on the agreement to the name on the ID. After successful verification, the signer can then view the agreement and sign as usual.

## Document integrity

DocuSign eSignature automatically tracks and maintains a time-stamped audit trail of every viewing, printing, sending, signing, or declining activity. Once an agreement is fully executed, it remains safe and encrypted while on the system. If downloaded, DocuSign secures the document and signatures with a tamper-evident seal. Those executed agreements also include a court-admissible Certificate of Completion, which provides far more detail about the signing process than is possible using a paper-based process.

## High availability

DocuSign eSignature maintains a scalable, high-performance, high-availability platform that provides continuous availability across the globe. Customers can count on our service to conduct their business from almost anywhere, on nearly any device.

## Built-in redundancy

DocuSign eSignature is architected for zero data loss during catastrophic events and includes built-in redundancy. We perform secure replication of customer data at the data centre in use as well as, in near real time, to other European data centres. All historical and document data is also synchronised using a proprietary document replication service within Europe, which takes the place of traditional backups. In addition, we maintain a disaster recovery plan to be implemented in the event of a disaster (or prolonged interruption of service) and a business continuity plan.

## Our datacentres



**DocuSign has three data centres in Europe, located in France, Germany, and the Netherlands.**

## Robust performance management

To ensure that our service is always available when you need it – even during peak traffic – and scalable for future growth, DocuSign undertakes robust capacity planning. The DocuSign eSignature platform runs below capacity to accommodate spikes in demand on our service, and we process approximately 30 billion pieces of telemetry to monitor and assess the end-to-end customer experience as one of multiple inputs for scalability planning.

## Real-time visibility and ongoing support

Comprehensive training and support services are available to help you should issues arise, including 24x7 live support, online case submission and management, and escalated tier-two support. In addition, we maintain a public-facing Trust Centre that provides continuous updates on DocuSign eSignature availability, 12 months of uptime data, and technical best practices. The Trust Centre also includes information about service disruptions and security alerts and offers customers the ability to report any system issues.

## Learn more

Visit the [DocuSign Trust Centre](#) for access to real-time alerts, system performance status, and more on the topics in this brief, and download these resources to dive deeper into DocuSign's approach to legal, privacy, security, and compliance:

[DocuSign Security Brief](#)

[DocuSign Standards-Based Signatures for the European Union](#)

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### About DocuSign

DocuSign helps organisations connect and automate how they prepare, sign, act on, and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature: the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, more than 500,000 customers and hundreds of millions of users in over 180 countries use DocuSign to accelerate the process of doing business and to simplify people's lives.

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