



Security for SpringCM

Security is in DocuSign's DNA, and like all of our products, SpringCM is researched, designed, and developed with security as a top priority.

This document outlines the security technologies, policies, and practices that protect your documents and data within SpringCM. For security details common to all DocuSign products, [visit product security on the Trust Center](#).

Physical and logical security

DocuSign maintains around-the-clock onsite security with strict physical access control that complies with industry-recognized standards, such as SOC 1, SOC 2, and ISO 27001.

We also use world-class security software and hardware to protect the physical integrity of SpringCM and all associated computer systems and networks that process customer data. We do this through a centralized management system that controls access to the production environment through a global two-factor authentication process.

This isolated production environment is protected by industry-leading network management systems, anti-virus software, and malware detectors. The anti-virus software is integrated with processes that automatically generate alerts to DocuSign's cyber incident response team if potentially harmful code is detected.

Security testing and vulnerability management

The quality and integrity of SpringCM is ensured by a formal product development lifecycle that includes secure coding practices in accordance with OWASP and related standards. Rigorous automated and manual code reviews are designed to pinpoint security weaknesses. We also perform internal and external vulnerability scans and penetration tests against the SpringCM production environment. Any identified weaknesses from these industry-compliant tests are remedied in a commercially reasonable manner and in a timeframe commensurate with their severity.

Security monitoring

We monitor SpringCM from both an operational and a security perspective. Intrusion prevention and detection events are logged, and tailored alerts are sent to our operations and security teams to ensure that SpringCM can be used without security exposure from any location by those authorized to access it.



Storage, encryption, and disposal

To ensure your data stays protected, DocuSign follows industry best practices to:

- Logically separate individual customer data
- Encrypt customer data—all data access and transfer activities use HTTPS and other secure protocols, such as SSL, SSH, IPsec, SFTP, or secure channel signing and sealing
- Support only recognized cipher suites
- Encrypt all documents with AES 256-bit encryption or the most recent FIPS-approved methods
- Provide non-repudiation for all documents generated and signed using DocuSign via a Certificate of Completion
- Maintain a data disposal and re-use policy for managing data assets
- Implement processes for equipment management and secure media disposal
- Destroy media and render it unrecoverable in accordance with the National Institute of Standards' Guidelines for Media Sanitization, SP800-88

Business continuity and disaster recovery

DocuSign maintains written business continuity and disaster recovery plans that ensure the continuing availability of SpringCM. The continuity plan includes crisis management, business recovery, and infrastructure elements, and we test both plans on an annual basis in accordance with ISO 27001 controls.

Configurable security features

SpringCM offers the following customer-configurable features:

- *Multi-factor authentication* provides an additional level of assurance that only those authorized to access SpringCM and associated documents can access them
- *Role-based authorization* for all business transaction types enables you to designate access to specific individuals

About DocuSign

DocuSign is changing how business gets done by empowering anyone to transact anytime, anywhere, on any device with trust and confidence. DocuSign keeps life moving forward.

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