

## OVERVIEW

### DocuSign Overview

DocuSign®, The Global Standard for eSignature®, is the leader in eSignature transaction management. Global enterprises, business departments, individual professionals, and consumers are standardising on DocuSign, with more than 60,000 new users joining the DocuSign Global Network every day. DocuSign is used to accelerate transaction times to increase speed to results, reduce costs, and delight customers across nearly every industry—from financial services, insurance, technology, healthcare, manufacturing, communications, property management and consumer goods, to higher education and others.

Established in 2003, DocuSign is the pioneer in electronic signatures and the world's leading solution. With more than 40 million users, DocuSign serves more individuals, small and medium businesses and Fortune 1000 companies than any other service provider. 99 of the Fortune 100 and 90% of the Fortune 500 have DocuSigned.

#### Legality of DocuSign's eSignature Solution eSignature Legislation

Electronic signatures are valid and legally binding around the world:

- In the United States, UETA, E-SIGN and Electronic transaction Acts establish that electronic records and signatures carry the same weight and legal effect as traditional paper documents and handwritten signatures
- DocuSign's advanced signature is legally admissible and enforceable in the European Union

#### Australian legality acceptance

Australian Legal architecture is highly accommodative of electronic signatures. Australia's Electronic Transactions Act (1999) defines a regulatory framework for electronic transactions and states. "documents signed online with legally compliant e-signature software are as valid and binding as traditional pen-and-paper documents."

Contracts signed using enterprise-level electronic signature processes like DocuSign are completely secure and deliver a rigorous audit trail of who signed and when. This court admissible audit trail includes the core elements required to successfully enforce and defend a contract.

#### *DocuSign's Solution: Legally-Binding with Superior Enforceability*

DocuSign meets eSignature legal standards around the world:

- Documents are being signed in 188 countries
- DocuSign is the founder the Digital Transaction Management standard body - xDTM
- We actively work with executive and legislative bodies to establish eSignature legislation and policy
- DocuSign is on the board of the Electronic Signature and Records Association (ESRA) and chairs its Public Policy Committee

Not all eSignature solutions are created equal. DocuSign warrants E-SIGN Act compliance.

To ensure the highest levels of enforceability, DocuSign provides:

- A clear, tamper-proof audit trail that tracks all signer actions
- Secure encryption so documents can be read and signed only by designated users
- Unique Signatures created by each user, accessible only to that user, and stored securely online
- Stick-eTabs so users can 'initial' and 'sign' specific areas of a document
- Industry leading choice of advanced User Authentication methods, including email, access code, and/ or third party ID check
- Time-Stamping of every step in the document process
- Transaction Summary that provides complete document history. Read more about the Legality of DocuSign's eSignature solution on our [website](#) or in [this whitepaper](#).

## DocuSign's Leading Security

DocuSign's top priority is the privacy and security of our customers' information, documents, and data.

We lead the industry in defining and delivering the most secure eSignature solution available:



- Highest level of security assurance as the only eSignature provider to be both ISO 27001 certified internationally and across the entire company
- SSAE 16 examined and tested, complying with the reporting requirements stipulated by the AICPA
- Industry-leading data confidentiality with application level AES 256 bit encryption
- Anti-tampering controls that protect the integrity of customer documents, both in process and completed
- Average uptime of 99.999%—customers can count on DocuSign's availability to conduct their business
- Multi-faceted verification of signing events—customers can rely on the authenticity of signers
- Only eSignature company that provides unique features for non-repudiation, including digital audit trail and chain of custody
- [Security Assurance Program](#) built upon our people, processes, platform and participants

Additional certifications include:



- PCI DSS 2.0 for safe and secure handling of credit card holder information
- TRUSTe for commitment to protecting consumer data
- U.S. Department of Commerce Safe Harbor for abiding by policies regarding collection, use and retention of personal data and adherence to European and Swiss data protection laws

DocuSign consistently meets or exceeds the stringent security requirements of even the most security conscious organisations including Fortune 500 companies, the world's largest financial institutions, and other global companies.

Read more about DocuSign's leading security on our [website](#) or in [this datasheet](#). Visit our [Trust Center](#) to learn about our [Certifications & Tests](#) and [Security Assurance Program](#).

## About DocuSign

DocuSign® is the global standard for electronic signature®. DocuSign accelerates transactions to increase speed to results, reduce costs, and delight customers with the easiest, fastest, most secure global network for sending, signing, tracking, and storing documents in the cloud.



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