

# HIPAA Compliance Statement

Protecting your sensitive information is one of our highest priorities. Our company is committed to maintaining the privacy and security of all Protected Health Information (PHI) entrusted to us. To support healthcare organizations and other regulated customers, we have implemented a comprehensive HIPAA compliance program that governs how we deliver voice and fax services with password protection, secure voicemail, and call forwarding solutions.

## Our Commitment to HIPAA Compliance

We follow the requirements of the HIPAA Privacy Rules, Security Rules, and Breach Notification Rules to ensure PHI is handled with the highest level of care. We maintain strict safeguards to protect PHI throughout transmission, processing, and storage.

## How We Protect Your Information

### Administrative Protections

We maintain strong internal controls, including workforce training, access management, and risk assessments, to ensure PHI is handled appropriately at every stage.

### Physical Protections

Our infrastructure is secured through restricted facility access, monitored equipment environments, and controlled data center operations designed to prevent unauthorized physical access.

### Technical Protections

We use advanced security technologies to safeguard your information, including:

- Encrypted fax transmission and password protected retrieval
- Encrypted voicemail storage with authenticated access
- Secure call forwarding protocols that provide encrypted voice to your PBX

These measures help ensure your PHI remains confidential, accurate, and available only to authorized users.

## **Breach Preparedness and Transparency**

In the unlikely event of a security incident, we follow a documented process for investigation and notification. We work closely with affected customers to ensure timely communication and corrective action.

## **Shared Responsibility**

While we provide HIPAA aligned services, customers also play an important role in protecting PHI. We encourage secure configuration of services, strong password practices, and prompt reporting of any concerns.

It is important to remember that if you disable the secure features on the TollFreeForwarding.com platform, you may not be fully in compliance with HIPAA rules.

There are certain features provided by TollFreeForwarding.com that are inherently non-secure for handling of PHI. Customers should use care before activating any email-based features, such as Voicemail2MyEmail, Call Recording, and non-password protected Fax2MyEmail features.

## **Our Promise**

We are dedicated to delivering secure, reliable telecommunications services that support your compliance needs. Whether you rely on us for fax, voicemail, or call forwarding-, you can trust that your information is protected by a robust, continuously improving HIPAA compliance program.