Paperless

Is Paperless secure?

With software hosted in Germany, full GDPR compliance and eIDAS compliance, you can be reassured that your data, information and documents are safe and secure with Paperless. The following document outlines important questions regarding data privacy & security.

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Where is my data hosted?

In Germany. Paperless is one of the few providers hosted exclusively on German servers. This is crucial for data-protection and compliant data processing based on “Schrems II”. Schrems II is a landmark data privacy verdict issued in July 2020 to prevent businesses from carrying out basic data transfers to non-EU countries.

Our servers are located in Nuremberg and Falkenstein in Vogtland, Germany within the European Union and run by Hetzner Online. With Hetzner Online it is guaranteed that our customers’ and users’ data will never leave the EU.

The technical facilities of Hetzner Online are ISO27001 certified. The ISO27001 is an internationally recognized standard for evaluating the security of information and IT environments.

To summarise:

- All customer data is stored in Germany at Hetzner Online. The technical facilities of Hetzner Online have ISO27001 certification.
- Customer data is stored on multiple dedicated servers in different locations across Germany.
- All our servers are protected with DDOS-protection
- Our data center is protected by state of the art security, including 24/7 video surveillance. More information here.

Is Paperless GDPR/DSGVO compliant?

Yes. The General Data Protection Regulation (GDPR) is an EU law that is relevant to anyone living in the EU or managing the data of people from the EU. The law sets out the principles for companies like Paperless on how to handle users' personal data, and it requires personal data to be protected.

Paperless has implemented these requirements and is compliant with all the principles of the GDPR. To learn how we use your data to provide you with services and what rights you have as an EU user with respect to your personal data, please read the details on our privacy page:
https://paperless.io/legal/privacy-policy

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Are Paperless Signatures legally binding?

Yes. After completion of the signature process, each document receives an audit trail that proves the authenticity and integrity of the document. As evidence in court, it proves the origin and authenticity of signatures and captured data.

Paperless.io is also eIDAS compliant. Also often called IVT in Germany, eIDAS stands for electronic IDentification Authentication and trust services. The regulation implements standards for electronic signatures, time stamps, electronic seals, and other proof of authentication, including electronic certification. The regulation gives electronic transactions the same legal status as if they were conducted on paper. The regulation officially came into force in Europe in July 2016 and has been binding since 2018.

What about network & application security?

Encryption

All data sent to or from Paperless is encrypted in transit using an industry-standard 256-bit encryption with a 2.048 bit RSA key.

Backup

- Paperless is running hourly backups
- All backups are encrypted
- We have multiple backup strategies and backup data is stored on multiple servers and locations

Logging

All access to Paperless is logged and stored for six (6) months after which it is automatically deleted. Document submission activities are stored indefinitely and included in the audit trail.

What organisational security features do you have in place?

Who will have access to my data?

Access to customer data is limited to employees who need to access it and when they need to access it (for example, support, troubleshooting and customer success). All access and activity is logged and monitored. User

accounts and access levels are reviewed regularly. At any time, you can remove Paperless support staff from your account.

All employees of Paperless that may have access to personal information are subject to confidentiality in their employment agreements. Confidentiality is also maintained by Paperless after the termination of an agreement with a customer. Paperless employees are covered by confidentiality obligations also after their termination.

Is Paperless PCI compliant?

All subscription payments made to Paperless by Credit Card, BACS or SEPA go through our partner, Stripe. Details about Stripe's security setup and PCI compliance can be found at Stripe's security page.

Additional security questions?

If you have any questions regarding our data security, please email us at hello@paperless.io