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OpenText Cloud Fax: Data Sovereignty in the European Union

Drive data sovereignty, privacy and compliance in the EU with in-geography processing and dedicated infrastructure

In the European Union (EU), there are a variety of regulations in place designed to promote privacy and the notion of data sovereignty. For example, the EU's Data Protection Directive of 1995 and the United Kingdom's (UK) Data Protection Act of 1998 are government mandates requiring all EU member states to protect citizens' fundamental rights around the processing of their sensitive information. These government directives also state that personal information should not be transferred between countries or territories outside of Europe, except those deemed capable of providing acceptable levels of data protection. As a result, many European enterprises are looking for cloud solutions that process data within the boundaries of the EU.

OpenText has the ability to process EU customers' cloud fax messages strictly within its data center in Slough, UK; this in region processing capability was designed to help address privacy and data sovereignty concerns for customers who have requested "in region" processing. Thus, all their inbound and outbound cloud fax messaging will be processed exclusively at the fully secure data center in Slough.

Physical Safeguards

The Slough data center has both exterior and interior barriers designed to physically protect various data center entry points and prevent unauthorized personnel from accessing the facility.

The exterior barriers are made up of an outer wall that is steel clad and thermally insulated; all entry points are kept to a minimum with each exterior door being fully reinforced, alarmed, controlled, and monitored.

Access controls systems serve as interior barriers; they are in place throughout the data center to restrict access to unauthorized personnel. Finally, customer infrastructure is compartmentalized, locked, protected, and monitored via video for added surveillance.

FEATURES:

- *Processes European Union customers' fax messages strictly within the United Kingdom*
- *Applies to both desktop and production fax messages*
- *Provides physical and environmental security mechanisms*

BENEFITS:

- *Supports customer's data sovereignty requirements*
- *Safeguards the OpenText cloud fax network from unauthorized access and security threats*
- *Personnel monitors customer inquiries, support issues and incidents on a real-time basis*

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Environmental Safeguards

The Slough data center also features environmental safeguards to protect servers from adverse situations of fire and/or other overheating instances. Fire protection includes fire, smoke and heat detection and suppression that's monitored 24 hours with sensors located throughout the data center providing alerts as necessary.

The Slough data center is also equipped with dedicated HVAC units. Each data center has both audible and visual alarms to notify data center personnel of any temperature or humidity threshold issues.

With regards to power management, the data center utilizes multiple inbound connections from electricity providers; power is provided by an Uninterrupted Power Supply (UPS) fed by back-up generators.

Data Center Personnel

OpenText commissions a team of dedicated support personnel that's available to customers 24 hours a day. They follow defined procedures for identifying, facilitating, and escalating any unexpected events that might negatively impact the data center's overall functionality. They regularly monitor customer inquiries, support issues and other incidents on a real-time basis, documenting each one in a centralized ticketing system and tracking them to resolution.

Personnel staff escorts all data center visitors, including customers, through the facility and requires them to register prior to entry. The staff also performs daily inspections of all fire suppression, power generation, and distribution equipment as well as any climate controlling infrastructure. These daily inspections are validated at pre-determined intervals by third party specialists. Finally, preventive maintenance agreements and scheduled maintenance procedures are in place for all key hardware components and environmental systems.

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