

Utilizing Virtual Tools
**IS YOUR DATA
AT RISK?**

The Global Leader in Full-Service Investigations

In the urgent rush to meet social distancing guidelines and the needs of field investigations, many companies are implementing “off the shelf” virtual products like Facetime and Skype that could put your data protection security measures at risk.

CoventBridge installed HIPAA certified virtual tools over two years ago. These tools are HIPAA compliant and have also been vetted and certified by our SOC2 Type2 auditing firm.

HIPAA guidelines protect the privacy of customer information, specifically making sure that when discussing and documenting PII and personal health information (PHI), that your data is protected. This includes the process in which the data transfer and storage of this information occurs on digital channels. The guidelines include details that address the use of data, servers, storage, encryption, authentication, and more.

Being HIPAA compliant is the responsibility of all parties involved – your organization, your vendors, and the virtual tool provider.

CoventBridge is a SOC2 Type2 certified and HIPAA compliant organization in both our Production Data Center and National Operations Headquarters locations. There is not an official “certification” for HIPAA standards and most companies are compliant via self-reporting. An available official certification issued by a governing body that is administered, validated, and distributed through a third-party auditing firm is a distinct differentiation from self-reported compliance. SOC certifications are a good example, having been certified and authenticated by a qualified third party. Independent, reliable and more genuine than an implied internal compliance.

HIPAA compliance requirements flow down to your suppliers. The tools and platforms available to consumers are often touted as secure and complaint in various forms, but given the importance and exposures surrounding data privacy today, it is absolutely critical that your suppliers can support their claims.

For example, tools like Zoom, Skype, WebEx, and even Microsoft Teams and Office 365 allow users from remote areas of the world to instantly work together quickly and easily through audio, video, and screen sharing technologies. Privacy and security are arguably the most important aspects of these platforms. Any reputable vendor is going to tout their security standards and expertise to gain your business. However, most of these platforms, while HIPAA compliant for example, do not offer this level of security in their base product line. If you have not signed a business agreement with your vendor, verified your platform level, and in some cases paid a premium, you are most likely not within the HIPAA boundary of your vendor’s secure infrastructure.

CoventBridge provides you assurance that your organization is protected when you partner with our certified processes:

- Access Controls
- Audit Controls
- Integrity Controls & Mechanisms
- Person & Entity Authentication
- Transmission Security
- Data Encryption

The protection of your data exists in all CoventBridge virtual tools, CoventConnect (Virtual Interviewing), Webinars and Conference calls.

If you have further questions about what CoventBridge is doing to ensure we are following HIPAA regulations or what your organization can do during these times to ensure your vendors are HIPAA compliant, please reach out to Security@coventbridge.com