

RingCentral and HIPAA

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Introduction

The United States Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its amendments set forth requirements for HIPAA Covered Entities including vendor entities that process protected health information (PHI). PHI includes electronic protected health information (ePHI).

This document provides customers with information regarding HIPAA and how RingCentral, as a business associate, enables customers' HIPAA compliance.

RingCentral as a Business Associate

RingCentral does not require customers to provide PHI in order to provide the services but customers may use the RingCentral products to process PHI. RingCentral customers subject to HIPAA ("Covered Entities"), who utilize RingCentral's services to create, collect, transmit, or maintain PHI, may consider RingCentral a business associate. Business associates are organizations that have routine access (reviewing, managing, handling) to PHI when providing their core services.

How RingCentral complies with HIPAA

RingCentral is aware of its responsibilities as a business associate and offers certain controls for Covered Entities to determine how the PHI is managed, handled, and accessed.

RingCentral makes available a business associate agreement (BAA) for our paying Covered Entity customers in alignment with HIPAA requirements. Furthermore, RingCentral has passed down the same BAA requirements to our subcontractor business associates that may process PHI on our behalf as a business associate. The RingCentral BAA covers the PHI that the RingCentral services¹ may process on behalf of our paying Covered Entity customers and it covers our obligations with respect to our subcontractor business associates that may process PHI on our behalf.

Our security commitments to our customers can be found in the [RingCentral Security Addendum](#).

Certifications and audits

RingEX, RingCX (previously Engage Digital and Engage Voice) and the RingCentral App have earned Certified status for information security by HITRUST. HITRUST CSF Certified status indicates that these RingCentral applications have met industry-defined security requirements and are appropriately managing risk. RingCentral is part of an elite group of global organizations that have earned this certification. HITRUST CSF helps organizations address cybersecurity challenges through a comprehensive framework and scalable security controls by including federal and state regulations, standards, and frameworks. HITRUST CSF Certification sets the highest standard for compliance of security requirements and has become the benchmark that organizations apply to safeguard ePHI data.

Additionally, RingCentral annually undergoes a third-party SOC 2+ HIPAA Security rule audit for RingEX and RingCX, which includes an assessment of controls mapped to the HIPAA Security Rule requirements, demonstrating the implementation of the security safeguards and requirements outlined in the HIPAA Security Rule.

We protect the data of patients and other third parties communicating with RingCentral

When a Covered Entity uses RingEX, RingCX or the RingCentral App to communicate with their patients or with other third party individuals not employed by the Covered Entity and the patient or third party individuals are required to either download RingCentral Video Pro App or use the RingCentral Pro web version, the RingCentral communication occurring between the Covered Entity and the patient or third party is protected by the security standards required under HIPAA both for RingCentral Video Pro for end user consumers as for RingEX, RingCX, or the RingCentral App, even though RingCentral does not enter into a Business Associate Agreement with such patients or third parties.

¹ The following services are covered by the RingCentral BAA: RingEX, RingCX, Avaya Cloud Office, Unify Cloud Office, Rainbow Cloud Office, RingCentral Contact Center, RingCentral Video Pro, Unify Video, RingCentral Engage Voice, RingCentral Engage Digital (third party channel communications excluded), RingSense for Sales and RingSense for RingCX.

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