



RingSense for Sales and RingSense for RingCX & HIPAA

The US 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 PHI (ePHI).

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

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 does not require Customers to provide PHI in order to provide the RingSense for Sales and RingSense for RingCX services but Customers may use these RingCentral products to process PHI. RingCentral Covered Entity customers subject to HIPAA, 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.

Contractual commitments

RingCentral makes available a Business Associate Agreement (BAA) for our paying Covered Entity Customers in alignment with HIPAA requirements. Furthermore, RingCentral has flowed down the same BAA requirements to our subcontractor Business Associates that may process PHI. The RingCentral BAA covers the PHI that the RingCentral services may process and it covers our obligations with respect to our subcontractor Business Associates that may process PHI on our behalf.

For more information on our security commitments to our customers, please refer to the [RingCentral Security Addendum](#).

Please note that the information in this document on legal or technical subject matters is for general awareness only and does not constitute legal or professional advice, or warranty of compliance with applicable laws. The content of this document may be subject to change.