SECUREMAIL

BY STREAMWORKS

AUDIT READY
SECUREMAIL
BY STREAMWORKS
100% VERIFIED

1. Data Transfers
2. Data Services
3. Data Audit
4. Variable Data Printing
5. Intelligent Inserting
6. Mail Tracking
7. Secure Data Destruction

Commitment to Data Security

Streamworks has taken the lead in creating a secure closed-loop information management system that tracks and accounts for every single data record. From data receipt, through production, to the post office and secure data disposal, our 7-step management system uses camera technology to verify mail integrity through the production process. Our entire system, backed by HIPAA compliant privacy and data security practices, correctly executes your mail programs for peace of mind.

Streamworks Audits & Security Standards

SOC 2 Type 2 Audit + HITRUST Opinion

Streamworks conducts an annual SOC 2 audit of our entire organization against our security, availability, processing integrity, and confidentiality principles. In addition to the SOC 2 audit, Streamworks maintains a HITRUST Opinion, adding the HITRUST controls required for certification to our annual audit. These annual reviews ensure that we stay at the leading edge when protecting your data.

HIPAA Compliance

Streamworks has implemented the necessary controls to enable compliance with the requirements noted in the HIPAA/HITECH Security Rule and Breach Notification Rules. Our approach to HIPAA compliance allows us to handle our client's needs without invalidating their own HIPAA compliance efforts.

PCI DSS Compliant

Streamworks is compliant with the Payment Card Industry Data Security Standard (PCI DSS), ensuring that we accept, process, store or transmit credit card information in a secure environment.

ISO 27002 International Standards

Streamworks has adopted the ISO 27002 international standard as the basis for our information security program. Our risk-based data security program consists of administrative, technical, and physical controls to ensure the confidentiality, integrity, and availability of data is maintained.

Employee Security Training

We recognize that our employees play a critical role in protecting client data. All Streamworks employees are made aware of their roles and responsibilities regarding the protection of client data and our environment through ongoing security awareness training.

We regularly perform background checks on all of our employees at scheduled intervals to ensure we are aware of any changes in status. Streamworks Code of Conduct emphasizes our strict adherence to these security standards.

Building Security

We designed our state-of-the-art facility with data security in mind. From our badge-controlled access, internal and external surveillance cameras, and secure storage areas, Streamworks assures the security of client data.

Data Transfers

The first step in our information management system is the transfer of data from your care to ours. At Streamworks, part of our security measures include employing least privilege access to information on our secure network. Not only that, we provide proper encryption on all data when at rest and in transit, as well as conduct user access audits on our employees quarterly.

Our Secure File Transfer Options include:

ShareFile
Cloud-based system

SFTP
Secure File Transfer Protocol

PGP Encryption
Encryption program

Data Services

Data Hygiene

NCOA and CASS processing is essential to reduce undeliverable mail and increase delivery rates. At Streamworks, custom data processing is available to meet our clients' specific requirements.

Document Composition

Our team of data professionals ensures your complex variable data is programmed accurately for all secure mail communication. This includes secure, multi-layer proofing to ensure accuracy and integrity.
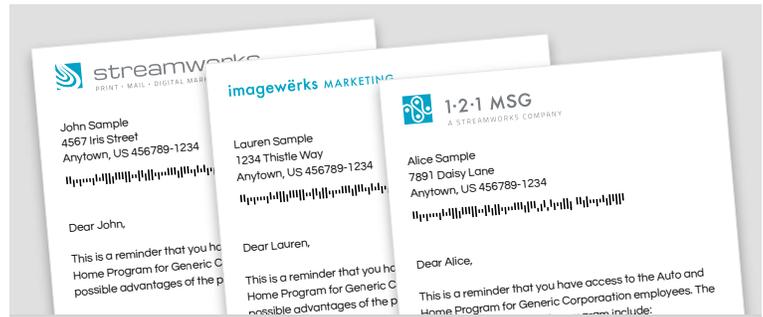
Data Audit

Our data audit process will uncover any discrepancies that might not otherwise be visible with your data, so you have 100% confidence in your data integrity before mailing. Also, we offer various reporting options that help our clients gain valuable insight.

Variable Data Printing

Streamworks high-quality digital printing allows each mailpiece to be completely custom and personalized with variable copy, images, or barcodes, so your clients receive mail communication that is unique to their specific needs.

Intelligent Inserting

Using camera technology, we verify mail integrity throughout the production process – providing our clients peace of mind that their most critical documents are 100% accurate and secure.

Camera Matching

Driven by 2D barcodes, Streamworks systems read the barcode(s) on one or more inserts to ensure all components belong together. If an error is detected, production stops, and the issue is corrected.

Variable Page Accumulating

Utilizing 2D, OCR, and OMR technologies, we can accumulate and fold variable page sets. Flat set accumulation for oversized envelopes is also available.

100% Mail Verification

Our advanced camera technology scans each mailpiece at the end of the production process to ensure each record is accounted for and verified.

Project Reporting

The key to our verification system is both real-time and back-end reporting to the record level, providing complete transparency for clients and audits.

Mail Tracking

Any mailpiece with an Intelligent Mail® Tracking barcode (IMb) is traceable. Mail tracking is an effective way to monitor the delivery of your time-sensitive mailpieces.

Web Portal for Tracking

We offer a web portal so our clients can view delivery reporting on all their current projects.

Reporting

Our tracking system provides a variety of reports detailing both job and performance information.
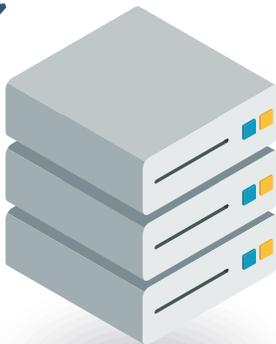
Data Exporting

Through our web portal, we can provide data files based on the delivery date or non-delivered mail to integrate this information with future campaigns.

Secure Data Destruction

90 DAYS

Data destruction is a critical part of the 7-step information management system.

Streamworks standard data retention policy is to securely destroy client files that include personally identifiable information after 90 days. Retention policies can be customized to meet your organization's specific needs.

All physical materials are securely shredded at the end of the program.

Business Continuity Planning

Whether your organization demands a tested Business Continuity Plan for compliance purposes or you need to ensure 100% up-time for your communications, Streamworks can back you up.

What is a Disaster Recovery Plan?

Part of business continuity planning is creating a Disaster Recovery Plan. A DRP is a documented process that minimizes business disruption when responding to unplanned incidents. When developing a DRP, you need to perform a business impact and risk analysis to determine the potential effect an interruption can have and establish the Recovery Time Objective (RTO).

What is your Recovery Time Objective?

An RTO is a targeted time when your business process must be restored after a disruption in order to avoid unacceptable consequences associated with a break in business continuity.

What are your optimal testing intervals?

All disaster recovery plans should be tested to ensure effectiveness. Streamworks will design an interval testing plan that is customized to fit your requirements.

DISASTER RECOVERY PLAN

- ASSEMBLE YOUR DISASTER RECOVERY PLAN
- APPOINT EMERGENCY CONTACTS
- ASSIGN ROLES & RESPONSIBILITIES
- DATA & BACK-UPS LOCATION
- RESTORE TECHNOLOGY FUNCTIONALITY
- TESTING & MAINTENANCE