

ExpertBox and HIPPA



The [Health Insurance Portability and Accountability Act](#) (HIPAA) is a US federal law that establishes privacy and security requirements for [protected health information](#) (PHI). ExpertBox follows strict security guidelines to comply with HIPAA requirements, allowing us to guarantee the integrity and privacy of all PHI transmitted within our system.

Keep reading to learn about the features we've applied to ensure HIPAA compliance:

- [Business Associate Agreement \(BAA\)](#)
- [SSL encryption](#)
- [Automatic logout](#)
- [Password requirements](#)
- [Role-based access](#)
- [Risk assessments](#)

Business Associate Agreement (BAA)

Companies and individuals seeking to ensure HIPAA compliance are welcome to sign a [Business Associate Agreement](#) (BAA) with ExpertBox. A BAA is an agreement between a HIPAA covered entity (hospitals, clinics, and other healthcare providers) and a HIPAA business associate (ExpertBox) that governs the use and protection of personal health information (PHI) exchanged between them. This agreement states that ExpertBox will protect PHI according to HIPAA guidelines and immediately report any breaches.

If you'd like to sign a BAA with ExpertBox or learn more about this option, please contact us at privacy@expertbox.io.

SSL and DTLS encryption

Messages and files exchanged via chat and video calls on the ExpertBox platform may contain information protected by HIPAA. That's why ExpertBox uses DTLS and Secure Socket Layer (SSL) encryption for audio and video communication, screen sharing, and data sharing via chat so that data cannot be intercepted in transit.



Automatic logout

ExpertBox users can prevent unauthorized access to data by setting an automatic session timeout. This means that after a period of inactivity on a user's device (10 minutes by default, though it can be customized), the user is automatically logged out of the system, safeguarding against data breaches due to an open session.

Password requirements

We show password strength and strongly recommend all ExpertBox users create strong passwords that are at least 8 characters long and consist of characters from at least two of the following categories:

- Uppercase letters
- Lowercase letters
- Numbers
- Special characters (~!@#\$\$%^&* _-+=`|\(){}[]:;'"<>.,?/)

Role-based access

We apply meeting access controls to provide privacy for both you and your clients. Access to the ExpertBox platform is regulated according to [ExpertBox workspace permissions](#), meaning only authorized individuals can access data you or your clients share.

Risk assessments

We perform regular internal [HIPAA risk assessments](#) and an annual external HIPAA audit to detect potential vulnerabilities to data confidentiality, integrity, and availability. Based on the results of these assessments and audits, we take steps to mitigate identified risks and improve the effectiveness and design of our security controls.

If you have any questions or concerns about ExpertBox security or HIPAA compliance, contact us at privacy@expertbox.io.

