

Proof of Compliance

RMail Solution Package for Email



How RMail protects you

More than 100 billion business emails are being sent, most of them without any protection making the content and attachments visible for anybody. Employees sending personal data, such as gender, religion, ethnicity etc. to third parties exposing such confidential information for potential misuse without consent of the person concerned.

Although laws and regulations related to data protection have been put in force, many companies only protect the data locally stored and don't do anything for the electronic data transfer. The RMail package provides solutions and protects both the user and the recipient from unlawful data exchange.

RMail is an add-in for email programs that adds an auditable proof of content, time and delivery and lets you encrypt messages and attachments and send them according to current security standards (GDPR).

With every email you send, you receive a Registered Receipt™, which is an auditable proof of compliance to prove who knew what, when, and how it was transmitted at all times.

RMail offers a wide range of benefits to any company. It creates a perfect balance between usability and security. The acceptance by employees and email recipients is high thanks to the easy handling within existing workflows. Keep your email address and software just as it is. Regular email goes hand in hand with RMail's premium features.



RMail has a wide range of additional functions that further increase efficiency and effectiveness in everyday working life. Even signing documents and creating a 100% digital e-sign workflow, sending large files up to 1GB: RMail fits perfectly to your company's needs.

Best of all, you comply with the latest regulations and your email recipients don't have to install or download anything from a third party platform.

It's as simple as it sounds, try it out!

Feature Overview

Registered

The Registered Receipt provides all of the information required to prove who sent what, when, how and to whom; content, time and date stamp, delivery and open time, encryption and server log files of the email sent.

Encryption

RMail features forced Auto-TLS one-click-encryption that is easy-to-use for both sender and recipient. Auto-TLS detects all possible secure methods of transmission and automatically uses the best option in each case. RMail encrypted email can be received by any email client.

E-Sign

With E-Sign it is possible to collect electronic signatures in the easiest way. The options allow you to choose different signing methods. Recipients do not need to register or download any software to reply.

LargeMail

The LargeMail feature allows you to send files up to 1GB directly from your email program. All files can be downloaded by the recipient and are securely deleted within 14 days as standard.

Compliance with GDPR

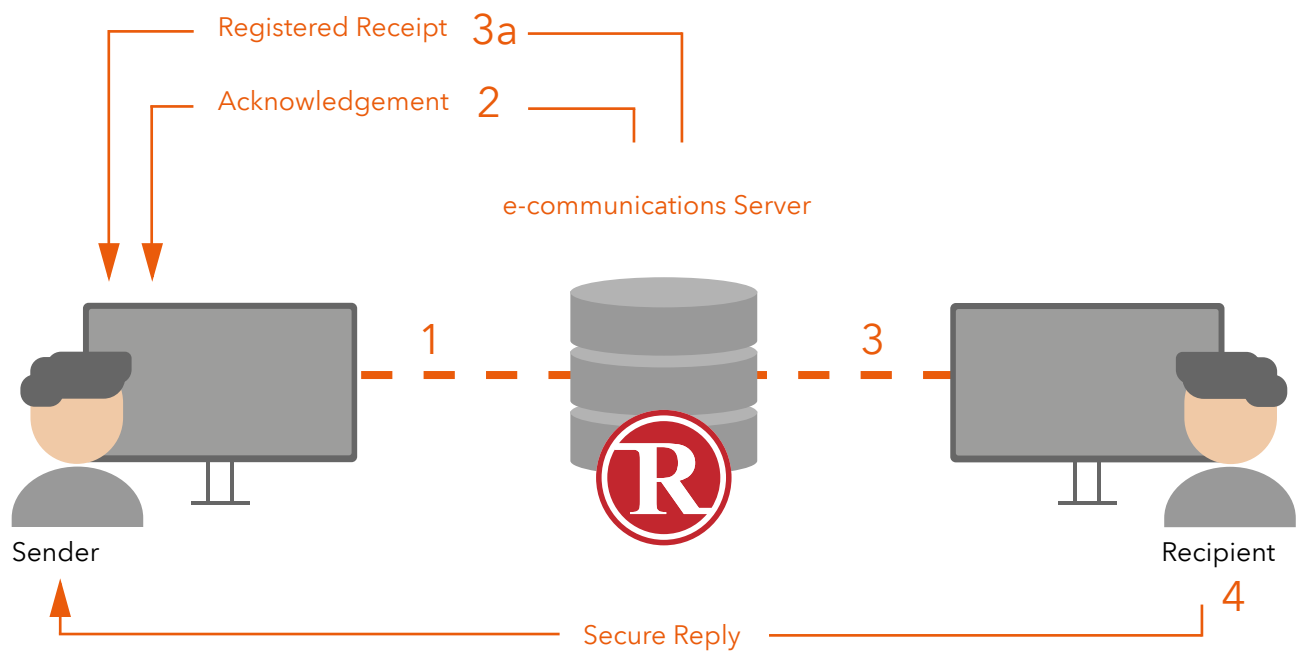
In May 2018, the General Data Protection Regulation (GDPR, Regulation (EU) 2016/679), the most important change in data protection in the European Union, came into force. The new regulation significantly strengthens data protection and the rights for individuals within the EU and the UK. The aim is to give citizens control over their personal data. This also addresses data management and processing and has considerable consequences for companies.

RMail Services are fully compliant to EU and UK GDPR article 5, paragraph 1f & 2 and article 32, paragraph 1a and give you maximum security when sending personal data.

"RMail's simple to use and easy to deploy email encryption, e-Contracting and legal proof of eDelivery software will help our members with compliance, and just as important, help reduce costs and reinforce their own in-house cyber security."

Andy Fairchild - CEO at Broker Network

How it works



- 1** The sender sends via the RMail button
- 2** Acknowledgement email is sent
- 3** The email is delivered into the recipients inbox
- 3a** Registered Receipt email is sent after the e-communications Server finished collecting server log information and the original message sent

- 4** The recipient gets the opportunity to reply securely to encrypted emails without any registration or download

"...We would never allow hard copy matter files to be sent to clients and third parties via standard postal services, so why rely on this for email? RMail presented a simple, all-in-one solution that was easy to deploy, required very little training and did not rely on recipient's actions or active acceptance."

Robert Cohen - IT Director at Charles Russell Speechlys

Specifications

Server Location

- Frankfurt am Main in Germany

Compliant with following standards

- GDPR - EU General Data Protection Regulation
- BDSG - Bundesdatenschutzgesetz
- HIPAA - Health Insurance Portability and Accountability Act
- FSA - Financial Services Authority
- GLB - Gramm-Leach-Bliley Act
- SOX - Sarbanes-Oxley Act
- CFPB - Consumer Financial Protection Bureau

Maximum Number of Recipients per Send

- 100 recipients per send (bulk sending available)

Registered Email „Unit“

- Email Sent: One recipient per message per 5 MB
- Email Reply: One recipient per message (E-Sign Reply, Register Reply and SecureReply) per 5 MB

Maximum Email and Attachment Size

- Track & Prove: 25 MB
- Encryption: 25 MB
- E-Sign: 10 MB (5 MB for .csv and .xls file types)
- LargeMail: 1 GB

Default Document Storage Times

- Hand Sign: 30 days (range of 7-90 days, as set by user within their app if the setting is available, or by administrator) from when the message was received by the RMail system for processing or until signoff has been completed by all parties
- LargeMail File Transfer: 14 days default (range of 7-90 days, as set by user within their app if the setting is available, or by administrator)
- Email Archive: There is no message, document or Registered Receipt email storage for other services and features, unless archive services are separately purchased

Registered Receipt Delivery Times

- Registered Receipt: Generated and returned to the sender or routed address within two hours from when the message was received by the RMail system for processing
- Open Tracking: After Registered Receipt email generation, tracking continues for up to 30 days from the time the original message was received by the RMail system for processing
- Registered Reply: Tracking reply association continues for up to 30 days from time the original message was received by the RMail system for processing

Registered Receipt File Size

- Standard Delivery: The Registered Receipt email is sent by standard email when the size is under 10 MB
- LargeMail Delivery: The Registered Receipt email is sent by the LargeMail File Transfer service when the size exceeds 10 MB

Receipt Verifications

- Users may request up to 5 verifications per Registered Receipt email or per email with Digital Seal™ protection
- Frama reserves the right to charge for additional verifications if the entity requesting verification is not a fee-paying Frama customer
- Authentication for Registered Receipt email is valid for 10 years from the original time inducted for processing unless otherwise arranged with Frama

Encryption Service

- Encryption is based on PDF wrapper encrypted with AES 256 bit salted
- Auto-TLS available (recommended) with password fallback
- Several password options available
 - Password email
 - Customer specific password
 - Password retrieval
- Filter mode available upon request

File Types Allowed for Hand Sign

- Microsoft Office: .doc, .docx, .xls, .xlsx, .ppt, .pptx
- Text: .txt, .xml
- CSV: .csv
- TIFF: .tif, .tiff
- PDF: .pdf
- Image: .png, .gif, .bmp, .jpeg

SideNote™

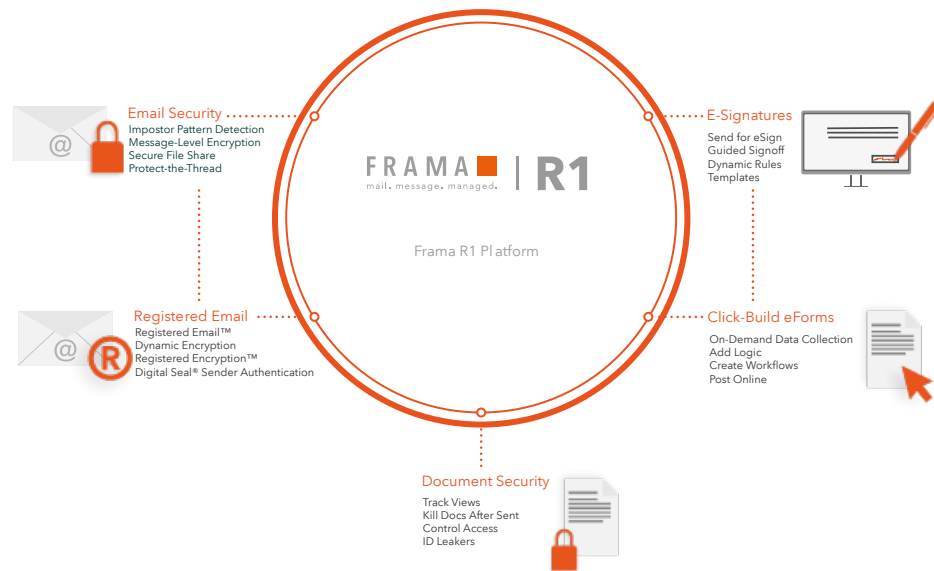
- Maximum Message Character Length: 512 characters including spaces
- SideNote content is not recorded within the Registered Receipt email, sent item or usage reports

Applications Available

- RMail for Office 365
- RMail for Outlook 2013/2016
- RMail for Gmail (Chrome)

More information on go.frama.com/rmail-en

About Frama Communications



mail. message. managed. – We have more than 50 years of experience in written business communication technologies.

We help companies realise their full potential in B2B and B2C document workflows and digitisation.

Reach your customers!



Why Frama - Four reasons

Genuine customer satisfaction

We focus on individual customer needs.

Local presence worldwide

Wherever you are: Our sales partners - there for you worldwide!

Certified and audited quality

Our products and services meet international standards. This is guaranteed by our ISO certifications.

Individual system solutions

We listen and create exactly the solutions that move you forward. From API connections to system integrations - get in touch with us!

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