

HIPAA and Shared Responsibility

A How-to for Users

Plan and Product

Select a plan level and product that is in-scope for HIPAA enablement.

For information regarding plan levels and in-scope products please consult the

Advanced Security page.

Business Associate Agreement (BAA)

Contact your Zendesk AE to request Zendesk's BAA or access here. Note: Zendesk is limited to the status of a business associate. It is not a holder of the Designated Record Set. The HIPAA requirements for a business associate are demonstrated via our SOC2 and ISO27001/ISO27018 certifications and internal HIPAA assessments.

Advanced Compliance Add-on The **Advanced Compliance Service** and BAA only apply to features and functionality that are expressly stated to form part of the "Service" in the BAA. A complete list of these services can be found **here.** Exceptions to this coverage can be found **here**.

Security Configurations

The recommended *minimum* security configurations for HIPAA or HDS (France) compliance can be found **here.** Note that our security configurations may change from time to time due to changes in law and regulation and changes to the Zendesk Service, and it is the responsibility of the Subscriber to keep these configurations up to date in its account, so it is always advised to 'follow' this article for changes.

Shared Responsibility Model

The **Shared Responsibility Model** should be reviewed and referenced at the onset of HIPAA-enablement and throughout the lifecycle of your BAA and Zendesk usage. This framework clarifies which party is responsible for which controls related to the security and privacy of your data. *Zendesk does not provide guarantees that a Subscriber's use of the Services will be HIPAA compliant.*

Additional Resources

- Getting to know the Zendesk BAA
- HIPAA Compliance and the Cloud
- Enhanced Disaster Recovery