



Getting to know

Zendesk Business Associate Agreements



Be the company your customers want you to be.

And, we like to lead by example with being completely transparent. Sometimes companies are asked to redline agreements without knowing what their company is purchasing or, in this case, how Zendesk Enterprise Cloud Services work. The goal of this FAQ is to help make your review of Zendesk's Business Associate Agreement (BAA) both clear and simple.

1. General Questions
2. Appendix A: The Zendesk environment



General Questions

1. What is my company purchasing?

Zendesk offers tools for better customer service, including a family of products to connect with customers on any channel. To learn more, visit: zendesk.com/support. We provide Software-as-a-Service (SaaS), meaning that your company is subscribing to the services Zendesk offers.

This model differs from purchasing an on-premise enterprise software application, and allows for easier integration and scalability.

2. What does the Zendesk environment encompass?

With Zendesk, you have the option of purchasing and opting into a range of services, including our core services, add-on features, Marketplace Apps, and Third-Party services/integrations. For more information, see Appendix A: The Zendesk environment.

3. Does Zendesk permit the storage of personal health information (“PHI”) in its Service?

Yes. If your organization is a “covered entity” or “business associate” under the Health Insurance Portability and Accountability Act (“HIPAA”), your organization may execute Zendesk’s Business Associate Agreement (“Zendesk BAA”). Your organization will need to have a HIPAA-enabled account with Zendesk for the Zendesk BAA to be valid. To achieve a HIPAA-enabled account, your organization will need to (1) purchase the Advanced Security Deployed Associated Service (“Add-On”); and (2) enable a set of security configurations as outlined by Zendesk. A Zendesk account executive can provide additional information, if requested.

4. Which Zendesk Services can be HIPAA-enabled?

Zendesk’s BAA covers the following products (special security configuration rules apply): Support Enterprise, Chat Enterprise, Talk Enterprise, Talk Professional, Legacy Talk Advanced, Insights, Explore Lite, Explore Professional, Guide Lite, Guide Professional, and Guide Enterprise. It does not apply to any other Zendesk products or third party services (including integrations or applications) to which a customer’s account may be connected.

5. Why do we need to purchase an Advanced Security Add-On to store PHI in Zendesk’s Services?

Zendesk takes its investment in compliance very seriously. In order to help our customers fulfill their HIPAA obligations, we provide organizations that are covered entities or business associates with appropriate configuration options to help safeguard PHI from misuse and wrongful disclosure. When we agree to a BAA, we gate your setup and your account in a dedicated environment and we take responsibility for all our vendors downstream. This is no small feat and the added cost reflects the effort and investment involved. If you plan to exchange and store PHI in your customer service solution and care about protecting the privacy of your customers—rather than just checking a “HIPAA compliance” box—Zendesk provides a robust and thoughtful solution.

General Questions

6. What are the security configurations that have to be enabled?

Zendesk requires you to implement a set of security configurations designed to help you safeguard PHI, including, but not limited to, IP restrictions, tightening Support instance access controls, attachment control configurations, and endpoint (i.e., laptop, desktop) security controls. Please speak with your account executive for additional information, including to request the list of specific security configurations.

7. Does Zendesk monitor PHI or segregate PHI from non-PHI in its Service?

No, Zendesk treats all Service Data (which we define as all data and information stored in or transmitted via our Service(s)) - the same way. We do not monitor Service Data for specific content, including PHI. As a result, Zendesk does not segregate PHI for special treatment nor does Zendesk maintain the 'Designated Record Set'.

8. Does Zendesk share PHI with any third parties?

Zendesk does not share Service Data that has not been aggregated, encoded or anonymized with third parties, except those who are sub-processors (e.g., Amazon Web Services, Inc., Google Inc., etc.). Any sub-processors utilized by Zendesk have certain obligations via BAA's entered into with Zendesk. See our [Sub-processors and Subcontractors](#) policy for more information.

9. What if I want to open an additional HIPAA-enabled account?

Great! However, there must be an amendment to the BAA that lists the account numbers for any expansion or additional accounts that need to be HIPAA-enabled and subject to the BAA.

10. We have our own Business Associate Agreement, can we use that?

No. Zendesk requires customers to adhere to its BAA as it is specifically tailored to address HIPAA privacy and security issues that arise with respect to our Services. Zendesk operates a multi-tenant customer data environment; and, therefore is unable to customize our operational, compliance and security processes on an individual customer basis.

The Zendesk environment

Core Services, with solutions for self-service and omnichannel approach



support

A beautifully simple system for tracking, prioritizing, and solving customer support tickets



guide

A self-service destination featuring knowledge base articles, community forums, and a customer portal



chat

Live chat and messaging software that provides a fast and responsive way to connect with customers in the moment



talk

Call center software that allows for more personal and productive phone support conversations



explore

Analytics to help measure and understand the entire customer experience



connect

Manage proactive customer communication across channels to deliver better customer experiences at scale

Add-on features and functionality

- Advanced Security Deployed Associated Service
- Priority Customer Support Deployed Associated Service
- Data Center Location Deployed Associated Service
- Light Agents Deployed Associated Service

Platform

- Apps Marketplace: zendesk.com/apps
- Embeddables: zendesk.com/embeddables
- Third-Party services and integrations