Zoho Corporation

HIPAA Compliance Guide for Zoho Voice

The Health Insurance Portability and Accountability Act (including the Privacy Rule, Security Rule, Breach notification Rule, and Health Information Technology for Economic and Clinical Health Act) ("HIPAA"), requires [Covered Entities and Business Associates](#) to take certain measures to protect health information that can identify an individual. It also provides certain rights to individuals. Zoho Voice does not collect, use, store or maintain health information protected by HIPAA for its own purposes. However, Zoho Voice provides certain features (as described below) to help its customers use Zoho Voice in a HIPAA compliant manner.

HIPAA requires Covered Entities to sign a Business Associate Agreement (BAA) with its Business Associates. You can request our BAA template by sending an email to legal@zohocorp.com.

1. Audit Trial

Audit trial allows you to keep a track of your call logs, notes, recordings and voicemails. You can do that with the Activity Log in Zoho Voice and export it whenever you want. Please check the retention period in section 3.

2. ePHI

Call notes, recordings and voicemails are considered as ePHI as they may have health information in them, and they're encrypted. We don't consider any other data as ePHI.

In addition to this, the notes, recordings and voicemails are Encrypted at Transit and Rest making you the only one to view your data.

3. Default Data Retention Period

Type of data	Active users	Inactive users	After user deletes data in UI
Call logs	Available forever	90 days*	90 days**
Call notes	Available forever	90 days*	90 days**
Call recordings	Available forever	90 days*	90 days**
Voicemails	Available forever	90 days*	90 days**

Audit logs	Available forever	Available forever	Not applicable

* Data is available for 90 days after the account is deleted. If a certain user is deleted from an Org, then the data related to that user will also be deleted from the Org. This data is also available for 90 days after the user is deleted.

** When user requests a data backup, Zoho Voice provides the data as a downloadable backup file. Deleted data cannot be added back to the user's Zoho Voice account.

Eg: Deleted call logs cannot be added back to the Logs page in Zoho Voice. It can be given only as a downloadable backup file.