d.velop inbound e-mail Service Description

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d.velop AG
Schildarpstraße 6–8
Germany, 48712 Gescher

Fon +49 2542 9307-0
Fax +49 2542 9307-20
d-velop.com
info@d-velop.com

Commercial Register Coesfeld
HRB 4903
Chairman of the Executive Board
Christoph Pliete
Mario Dönnebrink

Content

1 Overview 3

1.1 d.velop inbound e-mail Scope of Functions 3

1.2 d.velop cloud Platform Apps Used 3

1.3 Integration 3

1.4 Ownership of content 3

2 Administration 4

2.1 Support 4

2.2 Backup and Disaster Recovery 4

2.3 Deletion of Data 4

3 Information Security 4

3.1 Data Location 4

3.2 Encryption of Content (“Data at Rest”) 4

3.3 Transport Encryption (“Data in Transit”) 4

3.4 Separation of Clients 4

3.5 Separation of Apps 5

3.6 Access Logging 5

3.7 Multi-factor Authentication 5

1 Overview

Based on the d.velop platform service description, the following further provisions apply to d.velop inbound e-mail.

1.1 d.velop inbound e-mail Scope of Functions

With d.velop inbound e-mail (hereinafter inbound e-mail) you have another input channel for d.velop inbound. You can define different mailboxes to which you can send e-mails. In addition, a fixed mailbox is provided to you. This mailbox has a fixed address inbound@<cloudservicename.clouddomain>.cloud. The e-mails received from the mailboxes are passed directly to d.velop inbound. A batch is created in d.velop inbound for each e-mail. The batch lists only the e-mail body with the header data and e-mail attachments whose format d.velop can process inbound.

The mailboxes you create can only receive e-mails up to a total size of 30MB. Only senders who have been entered in the white list will be accepted.

The e-mail address of the fixed mailbox is specified and cannot be changed. Also, you cannot change the domain of the self-created mailboxes.

In the event of an error processing the e-mail, the e-mail recipients specified in the configuration will receive an e-mail.
E-mails that contain a defective or corrupt attachment are marked as such within the batch. The batch can still be processed.

If d.velop inbound provides import profiles, you can select a corresponding profile per mailbox. The received e-mails are processed accordingly in d.velop inbound.

1.2 d.velop cloud Platform Apps Used

d.velop inbound e-mail uses the following apps in addition to the basic d.velop platform apps (see Platform Service Description).

- The d.velop inbound scan apps

1.3 Integration

d.velop inbound e-mail is an extension to d.velop inbound scan and can only be used with d.velop inbound scan.

1.4 Ownership of content

All rights to the contents of the processing e-mails are yours.

2 Administration

2.1 Support

Inbound e-mail is supported as part of d.velop cloud Basis Support (see d.velop cloud Basis Support Plan).

2.2 Backup and Disaster Recovery

Inbound e-mail performs regular backups of the content in the same way as described for the d.velop cloud platform base apps (see d.velop cloud platform service description).

2.3 Deletion of Data

Data erasure is carried out in the same way as the provisions of the d.velop cloud platform (see d.velop cloud platform service description).

Successfully processed e-mails are deleted directly. In the event of an error, the received e-mails will be deleted after 3 days.

3 Information Security

The security of data is ensured in the d.velop cloud platform by a series of technical and organizational measures analogous to the d.velop cloud platform (see d.velop cloud platform service description).

3.1 Data Location

The e-mails are received in Europe (Ireland). The processing of the e-mails and their data takes place in Germany (Frankfurt).

3.2 Encryption of Content (“Data at Rest”)

The encryption of content ("data at rest") takes place in the same way as the provisions of the d.velop cloud platform (see d.velop cloud platform service description).

3.3 Transport Encryption (“Data in Transit”)

The transport encryption ("data in transit") takes place in the same way as the provisions of the d.velop cloud platform (see d.velop cloud platform service description).

3.4 Separation of Clients

d.velop cloud provides for a strict separation of the data of different tenants. For this purpose, a tenant ID is used, which ensures the direct assignment of data to tenants.
The created mailboxes are firmly assigned to the company.

3.5 Separation of Apps

Inbound e-mail is technically strictly isolated from other apps analogous to the provisions of the d.velop cloud platform (see d.velop cloud platform service description).

3.6 Access Logging

All accesses to Inbound e-mail are logged.

3.7 Multi-factor Authentication

Technical measures are implemented to ensure that individual employees of the d.velop inbound e-mail team cannot escalate their privileges. Separate rights are required to adjust permissions. In order to obtain these rights, multiple factors must be confirmed. These factors are assigned to separate groups of people. It is therefore not possible for an individual user to escalate his or her permissions.