

DocuSign

Frequently asked questions

What is an electronic Signature? An electronic signature, or eSignature, as defined by the [Federal ESIGN Act](#), is an "electronic sound, symbol or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record" (ESIGN).

Are electronic signatures legal? Documents have been signed by DocuSign in more than 188 countries around the world. Each Jurisdiction has different guidance on when they can be used. Your lawyer will be able to give you more information around electronic signature usage for your specific document.

Do I need an account with DocuSign to sign a document? No, it is free to sign documents using DocuSign. Click on the link contained in the email on an internet-enabled device (such as a mobile phone, tablet, or computer) to access your document and complete the signing process, following the instructions and tabs on the screen. When completed click Finish.

Is my signature stored anywhere? If you do not have DocuSign account and receive a document for signing, your signature is applied to that document as an image and will live within that document. If you have a DocuSign account, your signature is assigned to your account as part of your profile and will exist on the DocuSign database.

How do I know who sent me a document? The notification email you received contains the name and email address of the sender. To contact the sender use the email address in the notification.

What Security does DocuSign offer? DocuSign follows industry-leading best practices for your securing your data and transactions. Each electronic signature is unique, documentable, encrypted, and tamper-evident. DocuSign ensures the confidentiality of all transactions and maintains a comprehensive audit trail of signing events. DocuSign also meets the most stringent US, EU and global security standards. To find out more about their security certificates click [here](#).

Are my documents held permanently on DocuSign? No, your documents will be held for 14 days following completion of the document, after which time they will be deleted from DocuSign. A log will remain, including for example, information such as the signer's email address, name, authentication method, IP address with time stamp and document name. You will receive a PDF of the completed document via email once everyone has completed the signing process.

On which database/server will the documents be held? The signature service is architected to provide customers with clarity regarding the storage location of their uploaded and completed documents (**eDocuments**). Currently, there are two regional instances of the signature service for eDocument storage: the United States and the European Union. For any account provisioned in the UK/EEA, DocuSign will store the eContracts in the EEA. eDocument content is encrypted via the signature service and DocuSign employees cannot access eDocuments.

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