

Paperless Pipeline Security FAQ

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Paperless Pipeline encrypts your data in transit and at rest, isolates every account, and holds PCI certification. Answers to the common questions about encryption, email security, data isolation, and passwords.

Is my data encrypted?

Yes — in transit and at rest. All web-based communication with Pipeline uses industry-standard SSL encryption, and documents are stored on Amazon Web Services (AWS) with built-in encryption for stored data.

Is Paperless Pipeline PCI compliant?

Yes. Pipeline complies with the Payment Card Industry Data Security Standard (PCI DSS) and holds a PCI Compliance Certificate from SecurityMetrics.

Is my account's data separated from other companies' data?

Yes. Each company's account runs in its own distinct, secure environment. Actions in one account stay isolated and never affect another account's data.

Are emails I send from Pipeline secure?

They're encrypted in transit when the recipient supports it. Outgoing email goes through SendGrid, which uses TLS encryption to communicate with the recipient's mail server as long as that server supports encryption.

Can I send a password-protected or encrypted email from Pipeline?

No — there's no end-to-end or password protection on the message itself. Emails use TLS encryption in transit when the recipient's server supports it, but the document can't be individually password-protected.

Can I email encrypted documents to my Maildrop address?

No. Pipeline can't extract attachments from encrypted incoming emails. To keep documents encrypted on the way in, upload them directly with the Upload Doc feature instead.

What are the password requirements?

At least 8 characters, and no common or easily guessable phrases. Pipeline follows NIST guidelines, favoring length over forced mixes of symbols and cases.

How can I make my account more secure?

Require two-factor authentication and encourage good habits. Use strong, unique passwords, a VPN on unsecured networks, and up-to-date browsers and devices.

Learn More

Paperless Pipeline protects your data with bank-grade encryption, isolated accounts, and PCI-certified infrastructure — with simple ways to add your own layer on top.

See [Paperless Pipeline Security](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
