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PIPEDA

WestFax Canadian Data Center & Data Sovereignty Compliance

WestFax now maintains a fully operational Canadian cloud fax data center, purpose-built to meet Canada's data sovereignty and privacy requirements.

Overview

Our Canadian customers can now ensure that fax data can be stored, processed, and transmitted entirely within Canada—end-to-end—while maintaining the same enterprise-grade performance, reliability, and compliance standards WestFax is known for.

Key Benefits for Canadian Customers

- **Canadian Data Residency.**
- **HIPAA & PIPEDA Compliance** – for healthcare providers operating in Canada.
- **Support for Cross-Border Organizations** – for healthcare networks that must meet both HIPAA and Canadian privacy requirements.
- **Full WestFax Enterprise Feature Set** – without cross-border risks.

Why Data Sovereignty Matters in Canada

- **PIPEDA Compliance** – Canada's Personal Information Protection and Electronic Documents Act requires organizations to protect personal information and, in some provinces, store it domestically.
- **Provincial Health Privacy Laws** – Laws such as Ontario's Personal Health Information Protection Act (PHIPA) and Alberta's Health Information Act (HIA) impose strict controls over where health information can be stored and processed.
- **Risk Mitigation** – Keeping data within Canada helps organizations reduce exposure to foreign government access under laws like the U.S. CLOUD Act.
- **Customer Trust** – Demonstrating domestic data handling builds credibility with patients, clients, and partners.



How WestFax Complies

After evaluating several fax service providers, the organization selected WestFax Secure Digital Cloud Fax for its healthcare focus, advanced integration capabilities, and hands-on implementation support. Key selection criteria included:

- **In-Country Data Processing** – All fax transmissions, storage, and backups for Canadian accounts can be handled exclusively within our Canadian data center.
- **Physical Security** – Tier III-equivalent facility with 24/7 monitoring, biometric access controls, and redundant power and network.
- **Logical Separation** – Canadian customer data can be logically and physically segmented from U.S. and other regions.
- **Encryption Everywhere** – AES-256 encryption at rest and TLS 1.2+ in transit for all fax data.

Resources

Learn more about Canadian privacy laws and data residency requirements:

- **Government of Canada – PIPEDA Overview**
- **Government of Canada – Data Sovereignty and Public Cloud**
- **Ontario Ministry of Health – PHIPA Guidelines**
- **Alberta Health – Health Information Act (HIA)**
- **Office of the Information and Privacy Commissioner of Canada**

Understanding Canada's privacy and data residency laws is essential for healthcare, government, and regulated industries. The resources above link directly to official Canadian government sites and agencies that outline compliance requirements, best practices, and regulatory updates for PIPEDA, PHIPA, HIA, and cloud data sovereignty.



About WestFax

WestFax is a HIPAA-compliant cloud fax provider built for healthcare and other regulated industries. Our secure, scalable platform integrates with EHRs, MFPs, and modern IT environments. With APIs, mobile apps, and custom device tools, we help organizations eliminate analog systems and modernize their fax infrastructure—nationwide.