

## Plan and Product

Select a plan level and product that is in-scope for HIPAA enablement. For information regarding plan levels and in-scope products please consult the [Advanced Security](#) page.

## Business Associate Agreement (BAA)

Contact your Zendesk AE to request Zendesk's BAA or [access here](#). **Note:** Zendesk is limited to the status of a business associate. It is not a holder of the Designated Record Set. The HIPAA requirements for a business associate are demonstrated via our [SOC2](#) and [ISO27001/ISO27018](#) certifications and internal HIPAA assessments.

## Advanced Compliance Add-on

The [Advanced Compliance Service](#) and BAA only apply to features and functionality that are expressly stated to form part of the "Service" in the BAA. A complete list of these services can be found [here](#). Exceptions to this coverage can be found [here](#).

## Security Configurations

The recommended *minimum* security configurations for HIPAA or HDS (France) compliance can be found [here](#). Note that our security configurations may change from time to time due to changes in law and regulation and changes to the Zendesk Service, *and it is the responsibility of the Subscriber to keep these configurations up to date in its account*, so it is always advised to 'follow' this article for changes.

## Shared Responsibility Model

The [Shared Responsibility Model](#) should be reviewed and referenced at the onset of HIPAA-enablement and throughout the lifecycle of your BAA and Zendesk usage. This framework clarifies which party is responsible for which controls related to the security and privacy of your data. *Zendesk does not provide guarantees that a Subscriber's use of the Services will be HIPAA compliant.*

## Additional Resources

- [Getting to know the Zendesk BAA](#)
- [HIPAA Compliance and the Cloud](#)
- [Enhanced Disaster Recovery](#)