External Communication Templates

How do the external communication templates work

The texts are written in general terms, with fields such as <mark>Organization</mark>, which you can change to the name of your own organization. Of course you can also further personalize the texts, for example with references to internal or external sources for your organization, as long as the meaning remains the same.

1. Introduction email to third parties about incoming Zivver messages

Dear Sir/Madam,

As a professional organization, we treat sensitive information about our clients and relations confidentially. That is why we want to communicate personal data, reports, files, and other sensitive information securely. This is necessary because the current channels, such as regular email, fax, or regular mail, are vulnerable.

[ORGANIZATION] sends secure emails via Zivver

Starting [DATE], [ORGANIZATION] will use Zivver to securely send you emails and exchange files with you. Zivver ensures that all confidential information is delivered securely and encrypted. You can be certain only you, as recipient, can read this information.

How will you notice the use of Zivver?

You will receive a secure message with confidential information via regular email. This email contains a link to a secure environment. Here, you will have to enter an SMS code or access code in order to read the message. If the message is secured with an access code, you will receive this code from the recipient in a separate message (for example by phone, personally, or in a letter).

Inform us of changes in your email address and phone number!

It is very important that you immediately inform us of changes in your email address or mobile phone number. That way, we can keep communicating securely with you. Please inform your contact within [ORGANIZATION] when such changes occur.

By choosing Zivver, our clients and relations can be certain that we treat their privacy carefully. For more information about Zivver, please go to www.zivver.com or docs.zivver.com.

Kind regards,

....

2. Zivver notification message

[ORGANIZATION] sends secure emails via Zivver. Do you have any questions or are you having trouble opening this message? Go to [ORGANIZATION]'s website and insert 'Zivver' in the search bar. Zivver. You can then view additional information. You can also contact the sender to ask for more information.

Please make sure that the search term mentioned above works on your website if you decide to use this example. A sample article for on your website can be found in template 3. You could also refer to an internal support department for more information, or to 'your contact within [ORGANIZATION]'.

3. Additional information for recipients of a message that was sent via Zivver, for example for on your website

[ORGANIZATION] uses Zivver for sending privacy-sensitive information securely

Starting [DATE], [ORGANIZATION] will use Zivver to securely send sensitive information. This way, we can guarantee that we send sensitive information using the latest security and that no one but you can read the contents of the email.

How can you access a securely sent message?

Did you receive a secure email from [ORGANIZATION]? If so, you can open this message by clicking the blue link that says 'Click for message'. When you do, the secure Zivver environment will automatically open. To access the message, you have to insert an access code or an SMS code. These videos will show you how someone without a Zivver account receives and reads a message.

Opening a message with an access code

You have received a secure message. The person sending you this message wants to be certain that only you can read it. That is why the sender has given you an access code via regular mail, by phone, or in person. Click 'Click for message' and insert this access code. You can now read the message. Haven't you received an access code? If so, contact the sender.

Opening a message with an SMS code

You have received a message that is secured with an SMS code. The person sending you this message wants to be certain that only you can read it. Click 'Click for message' and then click 'Send SMS'. Insert the code that you have received on your phone. You can now read the message.

Want to respond to an email that was sent via Zivver?

You read the message that was sent via Zivver on a secure web page. If you want to respond to the message, you can do so on this page. Click 'Reply'. You can type your message in the editor window. You can also add attachments if needed using the 'Add attachments' (paper clip) button. Click 'Send' to send your reply. When the recipient of your message responds, you will receive another notification message.

Inform us of changes in your email address and phone number!

It is very important that you immediately inform us of changes in your email address or mobile phone number. That way, we can keep communicating securely with you. Please inform your contact within [ORGANIZATION] when such changes occur.

More about Zivver

Zivver allows you to send emails and exchange files securely. Zivver encrypts messages with sensitive content, such as personal data, files, reports, or other information you want to send securely. If you send a message via Zivver, it is guaranteed to be safe. This means that no one but the sender and the recipient have access to the message. Not even hackers. Additionally, Zivver uses smart technologies to prevent users from sending sensitive information to the wrong recipient.

Questions?

Do you have questions about an email you received? Can't you open the received message? Or do you have questions about Zivver? If so, please contact Zivver via: support@zivver.com. Want to read more, click this link.

4. Information about commissioning Zivver for news coverage

[ORGANIZATION] uses Zivver for sending privacy-sensitive information securely

[ORGANIZATION] wants to securely exchange privacy-sensitive information. For this reason, we will start using Zivver as of [DATE]. Zivver is a solution for secure email and file exchange.

Using Zivver, we encrypt messages that contain sensitive contents, such as personal data, (patient) files, and other confidential information. If you receive a message via Zivver, it is guaranteed to be safe. This means that no one but the sender and the recipient have access to the message. Not even hackers. Additionally, Zivver uses smart technologies to prevent our employees from sending sensitive information to the wrong recipient.

Because we use secure mailing, you can trust that we treat the privacy of our clients and relations with care. Find more information about Zivver on www.zivver.com.

Email 5: Letter to recipients containing an access code

Dear [NAME],

Starting [DATE], [ORGANIZATION] will use Zivver to securely send sensitive information. This way, we can guarantee that we send sensitive information using the latest security and that no one but you can read the contents of the email.

How will you notice the use of Zivver?

You can open your secure message with the access code below. **Make sure that you keep this code and share it with colleagues who have to be able to open secure messages we send.**

If you have received a secure message, click 'Click for message' in the email. Next, insert your access code. You can now read the message and reply to it if you want to.

Your access code for secure email is: **[ACCESS CODE]**

Inform us of changes in your email address!

It is very important that you immediately inform us of changes in your email address. That way, we can keep communicating securely with you. Please inform your contact within [ORGANIZATION] when such changes occur.

By choosing Zivver, [ORGANIZATION] has chosen the best type of information security. That way, you can trust that we treat your privacy with care. For more information about Zivver, please go to www.zivver.com or support.zivver.com.

Kind regards,

…