DigiCert Industry and Compliance Communication Guidelines

DigiCert understands that security requirements are constantly changing, and that the technology industry frequently updates its standards and best practices to meet evolving threats. We strive to help customers meet today's requirements while preparing for future changes.

DigiCert plays an active role in helping customers respond to, and prepare for, changing requirements, whether those changes originate from trust stores or industry standards groups. Whenever possible, we alert customers six months before a change is implemented, with a reminder 30 days in advance of the change. In some cases, such as an urgent security threat, we may need to condense this timeline, and depending on the severity of the issue and the need for user action, we may add extra reminders.

Some of the tools we may use to communicate changes include:

- Documentation updates on our public sites for users (docs.digicert.com) and developers (dev.digicert.com)
- Email communications to users in advance of upcoming changes
- Email reminders with resources on how to prepare for changes
- In-product banners on our dashboards
- Release notes and change logs

In an effort to inform customers about upcoming trust changes, we monitor email bounce backs. If emails are not reaching our customers, we may follow up with phone calls to inform customers about the change and to help them keep their contact information up to date.

Users with administrative roles on our systems can manage their organizations' contacts and ensure the correct people are receiving DigiCert communications. Organizations can also designate emergency contacts, or a user can ask to be added or removed as a recipient by contacting our global support desk.

The industry standards team collaborates with product teams, our support desk, and our sales team to gather feedback about upcoming industry decisions or changes. The information we gather from customers is used in decision-making about how we respond to discussions or how we will implement new requirements and procedures. The industry standards team also participates in DigiCert's customer advisory board to obtain feedback on forthcoming changes and industry practices.