



CDC

CERTIFIED
DIGITAL
COMMUNICATIONS



Registered SMS & Email in South Africa

EXECUTIVE SUMMARY

Certified Digital Communications Pty Ltd (CDC) acts as a trusted third party witness of registered data messages (Email and SMS). Our solution creates a digital alternative to traditional registered mail that;

- Is more efficient than the existing system
- Can be delivered at a fraction of the price
- Provides sufficient proof to be admissible as evidence

As a proudly South African, 100% broad based, black-women owned, Level 1 BBBEE company, CDC is well positioned to deliver digital registered email and SMS messages in South Africa. Our core software team has over 21 years of international experience developing, delivering and supporting software solutions in private and government organisations.

OUR REGISTRATION PROCESS

We, as a trusted third party, witness and register the contents and delivery information of electronic messages on behalf of our clients. We then secure the evidence using multiple forms of the latest technologies, which proves who sent what to whom and when, ensuring that it is legally admissible at any point in the future.

Proof Of Content

We make use of a cryptographic hash function to map data of arbitrary size to a bit string of a fixed size for the message and each attachment. This effectively creates a digital fingerprint of the message and each attachment and therefore produces irrefutable proof of the content of the messages that we register.

Delivery Information

During the delivery process we record all of the relevant data from the transmission including the response codes returned from the recipient's mail server or mobile provider which acknowledge the delivery of the message and attachments to the recipient.

Immutable Evidence

Finally, to retain the full chain of custody, we bind together all of the information into a certificate (evidence receipt) and in order to prove without a doubt that the contents of our certificate were generated on the day we say it was, we make use of the following advanced techniques:

- We seal the evidence with a digital signature using a certificate from an SAAA (South African Accreditation Authority) accredited body
- We time stamp the evidence with a certificate issued by an AATL (Adobe Acrobat Trust List) Trust partner
- We register the proof in multiple blockchains to future-proof the validity of the certificate

This process provides multiple, secure instances of the evidence receipt, therefore the immutability of its data is sealed forever.

HOW IT WORKS

Completing your registered email or SMS campaign with CDC is simple and straight-forward.

1. You provide us with the message you would like to send and the list of recipients to whom you would like it sent
2. We prepare the campaign within our system and send you a preview when ready
3. You review the campaign and approve or request changes
4. Once approved, we send the messages and capture the evidence
5. We provide you with 24/7 access to all of your campaigns online which includes access to all digital certificates that prove delivery

THE CERTIFICATE

The electronic certificate issued for the successful delivery of an email or SMS is a PDF document made up of the following elements:

- A unique certificate ID
- Detailed sender identification information
- Certification statement with specific details of the message (certification, sender, recipient, date/time)
- Irrefutable and detailed sending and delivery information including sender and recipient details and unique timestamps of sending and delivery information from all parties and processes included in the chain of custody
- Certified proof of content using cryptography on the message and all attachments

All of the information in our certificates is sealed with a trusted digital signature and registered on multiple public Blockchains, all of which can be easily validated using our online validation service.

Our certificate ensures that the complete chain of custody is maintained and all relevant data is captured and preserved to comply with local and international legislature.

Advanced Insights

As an optional service for messages that require it and where possible, we can make use of various tracking mechanisms to register when a message has been opened or a download has been actioned.

These activities are also sealed into a separate evidence certificate with their own chain of custody as additional evidence. Certificates which contain recipient activity receive the same long term certification and registration as delivery certificates including registration in multiple blockchains to future-proof their validity.

COMPLIANCE

The admissibility of electronic communications in South Africa has been well documented by the Electronic Communications and Transactions Act, No. 25 of 2002. In two high court cases it was found that registered electronic communication holds the same evidentiary weight as registered mail.

Here are the specific laws and regulations that our systems comply with in South Africa and the rest of the world:

South Africa

The ECT Act (or Electronic Communications and Transactions Act 25 of 2002).

United States

Uniform Electronic Transactions Act ("UETA")

Electronic Signatures in Global and National Commerce Act ("ESIGN", 2000).

European Union

Regulation (EU) No 910/2014 on electronic identification and trust services ("eIDAS")



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