

File Sharing with Clients

I've been using email to share documents with clients. I'm wondering if I should move over to something like Dropbox or Evernote sharing. Anyone using either of these to share documents with clients? Is so, any privacy concerns? I'm concerned about CFPB compliance moving forward.

Thanks.

I do not normally e-mail documents to clients, as they wind up archived on whatever e-mail system they use, be it gmail, yahoo, or sometimes their employer's Exchange setup. I think Dropbox is a good alternative, as you can delete files from there. Me, I just set up a folder for that client, e.g., to a John Doe:

"Your estate planning documents may be downloaded from the following link:

<http://koeneckelaw.com/clients/Doe/drafts.zip>

The Zip file may be decrypted with the password we discussed, "blyridaf".

Once we're done with the matter and the client has the final documents (both physical and electronic versions), the file is deleted.

Michael A. Koenecke, Texas

I use standard email to share documents with clients. I have never experienced a problem that I am aware of, but would be interested in hearing if there are better ways to send documents to clients. Are law firms covered by the CFPB? Never in the history of the US has a larger group of bureaucrats set out to attack businesses as this law has unleashed. Hopefully none of those jack-booted thugs show up checking to see if they can HELP me.

Robert "Robby" W. Hughes, Jr., Georgia

I highly recommend OneDrive for Business. It's more secure than Dropbox, plus you can use it to collaboratively draft documents with others (clients, OC, etc.). You can find an article that Ben Schorr and I co-authored about OneDrive for Business at

<http://www.lawtechnologytoday.org/2014/10/for-efficient-collaboration-the-onedrive-to-rule-them-all/>

Lisa Solomon, New York

When acting as a settlement agent in real estate transactions the CFPB definitely applies. I also believe that this is going to continue to expand and will eventually cover anyone who has access to 'non-public' information. Even emails to a client will have to be secure emails going forward.

I'm trying to find out if Evernote or Dropbox are CFPB compliant, but don't have the answer to that. I could look at other services as well, but I want something that most clients are likely to already be using.

James M. Miner, New Jersey

I use ShareFile. I believe it is more secure than Dropbox. Dropbox terms of service permit its employees to view documents posted there. ShareFile is very easy for both clients and me to use - never had a complaint.

I'm not familiar with CFPB rules. I know that ShareFile has an archive system that permits one to maintain documents for some period of time - I think it is three years but can't swear to it. ShareFile mentions that the purpose is to comply with financial regulations.

Patricia Kane Williams, New Jersey

I don't use Dropbox, I just use my service provider's server (I use InMotion for my web sites and e-mail).

It's particularly easy because you can set up shortcuts in Windows Explorer to log in to an FTP server. The link looks like this, for me:

`ftp://[username]:[password]@koenecke.us/public_html/koeneckelaw.com`

Create a shortcut to that and you've got an Explorer window you can just drag and drop files to or from. Sure, for uploads of a *lot* of files, you want to use a dedicated FTP client (I use FileZilla), but for a few files Explorer (or, in my case, my favored file manager, Q-Dir) is a lot handier.

Actually, now that I think about it, I think in the future I'll just make a little "client page" template and upload that too, so John Doe can just visit <http://koeneckelaw.com/clients/Doe> and *see* the files he can download.

Michael A. Koenecke

MyCase allows you to do this in their system. And you control who can access.

Larry Frost, Minnesota

I think, but am not sure, that Time Matters provides this as well. I have never seen the need. Email or something like Acrobat SendNow (Drop Box, Google Drive) for large files meets our needs.

David Masters, Colorado
