

# NICE inContact CXone Security and Compliance

Standards for customer privacy and information security



NICE inContact is committed to maintaining compliance standards for customer privacy and information security. Effective security controls should flow through the entire system and we maintain every effort to do so. In addition to standard compliance policies put in place by the designations detailed here, NICE inContact conducts internal process reviews periodically throughout the year.

## PCI

NICE inContact offers a Payment Card Industry (PCI) Level 1 compliant environment under the Payment Card Industry Data Security Standards (PCI DSS) that has been validated by an experienced Qualified Security Assessor (QSA) from The Cadence Group. This is a key assurance instrument as customers evaluate the strength of our security, performance, and reliability practices.



PCI compliance refers to implementing and adhering to the PCI DSS defined by the PCI Security Standards Council. Businesses that store, process, or transmit payment card information are required to report PCI compliance. The level of PCI compliance for each business is determined by how credit card data is handled and by the number of electronic transactions processed each year.

Our PCI compliant environments emphasize our commitment to information and data security at every level. Offering deployment in a PCI compliant environment makes it easier for our customers to implement PCI DSS compliant solutions according to their needs. Customers are responsible to obtain and maintain their own PCI certification.



## FedRAMP

NICE inContact CXone has been granted Authorization to Operate (ATO) with the Federal Risk and Authorization Management Program (FedRAMP). Customers deployed on the CXone FedRAMP cloud environment are assured our solution meets federally mandated security, reliability, availability, and performance requirements. More information can be found on the CXone FedRAMP product page.



## SOC2

NICE inContact publishes an annual Service Organization Controls 2 (SOC 2) type 2 report, also referred to as an AT 101 report. The SOC 2 report is an attestation report that validates the effectiveness of our operating controls as a service organization to the criteria set forth by the American Institute of Certified Public Accountants (AICPA) Trust Services Principles. Our SOC 2 report is available upon request.



## SOX

NICE inContact is part of a public consolidated group publicly traded under NICE Ltd. (NASDAQ: NICE). NICE inContact annually evaluates and reviews its information technology and administrative controls related to financial reporting. This audit is performed by our internal audit department and by an external auditor, EY. Our annual report is available on [www.nice.com](http://www.nice.com) under Investor Relations.



## CPNI

NICE inContact complies with all Federal Communications Commission (FCC) regulations including protecting Customer Proprietary Network Information (CPNI), which is data we obtain in the normal course of providing customers with telecom services. This type information includes where, when, and whom you call and the types of service offerings and products you obtain from us.

Under the FCC guidelines, we store all customer data in a secure, monitored database. NICE inContact will not sell, lend, or license CPNI information to a third party. Third-party contractors must sign a non-disclosure agreement and cannot improperly use CPNI.

## Privacy Shield

NICE inContact complies with the EU-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal data transferred from European Union member countries to the United States. NICE has certified to the Department of Commerce that it adheres to the Privacy Shield Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement for which NICE inContact is a covered entity. The certification can be viewed at <https://www.privacyshield.gov/US-Businesses>.

## Other Industry Standards

Although some industry standards may not apply directly to NICE inContact, we take customer compliance needs seriously. Standards such as the Health Insurance Portability and Accountability Act (HIPAA), Gramm–Leach–Bliley Act (GLBA), Dodd–Frank Wall Street Reform and Consumer Protection Act (Dodd Frank), and Federal Deposit Insurance Corporation (FDIC) are similar and closely related to requirements for PCI, SOX, and SOC. NICE inContact helps our customers design solutions that ensure compliance with the industry standards most important to their business needs.

## HIPAA

When a HIPAA compliant solution is requested, the resulting discussion centers on privacy and security protections under HIPAA and the Health Information Technology for Economic Clinical Health (HITECH) Act. For covered entities and business associates subject to HIPAA, NICE inContact offers solutions for processing, transmitting, and storing protected health information (PHI). Upon request, NICE inContact will sign a business associate agreement (BAA) according to the services we provide our customers.

## Section 508

Section 508 of the Rehabilitation Act of 1973 requires all federal agencies to make information technology accessible to people with disabilities. In order to demonstrate Section 508 compliance, the product or service will have a completed Voluntary Product Accessibility Template (VPAT). Upon request, NICE inContact offers available VPATs. For additional information, visit the Trust Office at [www.niceincontact.com](http://www.niceincontact.com).

## GDPR

The General Data Protection Regulation (GDPR) has been called the most important change in data privacy in years. It applies directly to companies located in the EU and extends to multinational companies that do business in the EU. For contact center operations this means that even if there is no physical presence within the EU, they could be subject to the requirements if they handle interactions with EU citizens. The specific impact that the GDPR will have on a business will vary.

We help our customers in their efforts to comply with the GDPR. We ensure our development and operational processes comply with regulations, such as SOC2, HITRUST, PCI, and Privacy Shield, however there is no standardized audit for GDPR compliance. NICE inContact also provides a variety of product features that can help with GDPR consent and data access requirements, if it is determined these apply to your business.

## About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's No. 1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: [www.NICEinContact.com](http://www.NICEinContact.com)

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