

NICE inContact Trust Office

Security & Reliability

Superior security, compliance and uptime while safeguarding contact centers

The NICE inContact Trust Office is an organization of cloud security experts, tools and processes that provide superior security, compliance and reliability by safeguarding contact centers. The Trust Office drives security across CXone through a meet-and-exceed approach to audits for FedRAMP, PCI DSS, HITRUST, SOC2, GDPR and more. The platform is rigorously tested through regular penetration and intrusion detection exercises, all proactively monitored by two NOCs on a 24/7/365 basis, allowing for 99.99% guaranteed platform uptime, including maintenance windows.

Defend Critical Data

NICE inContact customers protect their data in a high security environment that mitigates risk in the cloud.

- Reduce risk and profit loss by avoiding data breaches and compliance fines
- A rigorous security architecture with auditing visibility that is continually maintained and updated
- Peace of mind that the contact center environment is secure, reliable and redundant

Security-Driven Compliance

Achieve your compliance goals through a security plan developed with the NICE inContact Trust Office and backed by a highly secure contact center platform.

- Security-driven compliance with protection at the data, application and platform layers
- Decrease risk by using industry standard best practices in security as opposed to self-management
- Reduce IT overhead by letting NICE inContact deploy, configure, manage & recover contact center data

Rely On 99.99% Uptime

Power your Business Continuity/Disaster Recovery strategy with a high reliability environment offering four nines uptime with no actual downtime for maintenance windows.

- Never lose a call or session due to contact center infrastructure going down
- Preserve mission-critical company data through regular backups and data storage options
- Confidently implement Business Continuity/Disaster Recovery plans in the contact center using redundancies and failover strategies
- Transparent failover with no disruption of active or queued sessions or calls

Given the high volume of data transactions contact centers process daily, security controls and attested industry compliance are paramount. Cybersecurity programs that support the contact center while providing transparency to customer is our specialty at the NICE inContact Trust Office. More so than just awareness, we commit to a higher level of trust in ensuring you or your service provider are properly processing and securing data.

NICE inContact maintains compliance and certifications with various industry standards to assist customers in verifying security policies and processes.

BENEFITS

- The NICE inContact Trust Office provides a team of experts that do the heavy lifting when it comes to compliance
- Meet-and-exceed approach to compliance, including PCI Level I and II, CPNI, SOC II, GDPR, SOX, HIPAA & CSA STAR Level I
- The only cloud contact center provider given Authorization to Operate in a FedRAMP environment
- Money-back guaranteed 99.99% platform uptime SLA

Want to learn more?

Visit www.niceincontact.com/call-center-software/security-and-compliance

Want to talk to one of our specialists?

Call 1-866-965-7227

Want a quote?

Go to get.niceincontact.com/get-quote

FEDRAMP

The FedRAMP program allows for the processing of data across U.S. Federal Government entities. Working with a cloud-services provider Authorized to Operate enables your contact center to migrate to resilient, redundant, compliant, and secure cloud-based IT systems. NICE inContact is the only cloud contact center provider given Authorization to Operate in a FedRAMP environment.

PCI DSS Level I and II

The Payment Card Industry Data Security Standard (PCI DSS) assesses the security and data privacy of cardholder data traversing across information systems. We commit to offering contact center services that adhere to data security controls approved by the Payment Card

Industry Security Standards Council.

CPNI

We fully comply with the Federal Communications Commission in protecting Customer Proprietary Network Information (CPNI). Information is securely stored and continuously monitored; further, it is our commitment to you that we will not sell, lend, or license CPNI data to a third-party.

AICPA SOC 2 Type 2 + HITRUST

The System and Organizational Controls (SOC) 2 Type 2 attestation is designed to measure how well a given service organization conducts and regulates its data and organizational security programs. We have committed to the supplemental Health Information Trust (HITRUST) addition to

SOC 2, which means we offer the assurance to process sensitive protected health information (PHI).

GDPR

The Global Data Protection Regulation (GDPR) aims to protect all European Union citizens from privacy and data breaches. As a data processor acting and serving our customers as data controllers, we place an extreme high importance of ensuring all GDPR Articles are enforced and

audited by offering security features to use our contact center services to better protect data this is most sensitive.

Information Security Registered Assessors Program (IRAP)

The Information Security Registered Assessors Program (IRAP) is an Australian Signals Directorate (ASD) initiative to provide high-quality information and communications technology (ICT) security assessment services to the

Australian government. The NICE inContact IRAP compliance procedure has been performed by an independent IRAP assessor and ensures that the platform protects the Australian government's data from access, abuse and disclosure when leveraging cloud contact center services.

Cyber Essentials

Cyber Essentials is an information assurance protocol operated by the United Kingdom's National Cyber Security Centre (NCSC) that ensures information risk management by using an assurance framework and set of security controls to indicate an organization's ability to protect its customers' data from threats coming from the Internet.

NICE inContact has received the Cyber Essentials Certificate of Assurance following an independent assessment of its infrastructure and technical controls, such as boundary firewalls and gateways, secure configuration, access control, malware protection and patch management.

CCPA

The California Consumers Protection Act (CCPA) was designed to enhance data privacy for residents of California by disclosing customer information. By offering transparency of our privacy policies and CCPA-compliant based processes, we demonstrate the importance of data privacy.

SOX

Publicly traded under NICE Ltd. (NASDAQ: NICE), we annually undergo SOX auditing to protect from any accounting errors or fraudulent practices and to improve the accuracy of our corporate disclosures. We fully comply

with SOX electronic record rules and security controls to address data storage and processing flows.

Section 508

We support and fully comply with Section 508 of the Rehabilitation Act of 1973, requiring all federal agencies to make information technology accessible with disabilities. In demonstrating our compliance, we will offer a completed

Voluntary Product Accessibility Template (VPAT) upon request.

HIPAA

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 NICE inContact provides our customers.

TCPA

Congress enacted the Telephone Consumer Protection Act (TCPA) in 1991 to address the growing number of telephone marketing calls being made in the US. Most recently, The FCC introduced the STIR/SHAKEN Protocol, designed to combat robocalls by requiring grading call integrity before it hits the

public internet or PSTN. NICE inContact offers full A-level attestation for calls originating from our platform in order to comply with TCPA.

About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.