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Supported security standards

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Provides information on various industry standard security practices and operational controls.

Genesys Multicloud CX supports various industry standard security practices and operational controls. It is certified to meet the requirements of several industry-specific standards listed below.

Industry-specific standards

| Industry Standards / Certifications | Multicloud CX Support | Description |
|-------------------------------------|---|--|
| PCI DSS | Yes | Payment Card Industry Data Security Sta |
| SOC2 Type II | Yes | Service Organization Controls and relate |
| ISO 27001 | Yes | Information security management system |
| ISO 27018 | Yes | Information security management system |
| HITRUST | Yes | Health Information Trusted Alliance |
| Cyber Essentials (UK) | Yes | Cyber Essentials |
| GDPR | Yes | General Data Protection Regulation |
| CCPA | Yes | California Consumer Privacy Act |
| FedRAMP (MGEP) | Yes FedRAMP (MGEP) is a separate offering. | Securing Cloud Service for the Federal G |

For additional information, see our [CSA Consensus Assessments Initiative Questionnaire](#).

Related articles

Privacy

- [General Data Protection Regulation \(GDPR\)](#)
- [Genesys Multicloud CX support for GDPR](#)

Security

- [Security overview](#)