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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	Genesys Multicloud CX Support	Description
PCI DSS	Yes	Payment Card Industry Data Security Standard
SOC2 Type II	Yes	Service Organization Controls and related standards
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)	FedRAMP (MGEP) is a separate offering.	Securing Cloud Service for the Federal Government

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](#)