**Where are PureCloud recordings stored?**

PureCloud recordings are stored in your region.

**What can you do?**

I can do a lot of things.

### How to engage the Genesys Privacy Office?

Global:

* Legal request via SFDC for any assistance related to compliance, customers, partners, prospect & vendors.
* For general questions, you can reach the Data Privacy Group at [dataprivacy@genesys.com](mailto:dataprivacy@genesys.com).

EMEA:

For any privacy and/or security contract reviews, a legal DSR must also be opened within SFDC.

### PureCloud Security and Privacy Support

* Assign SC to complete first review using existing tools:
* PureCloud Resource Centre (<https://help.mypurecloud.com/articles/about-security/> & <https://help.mypurecloud.com/articles/legal/>)
* Qvidian RFP tool (<https://genesys.seismic.com/Link/Content/DCSqrrqNAOckyV9kKcsHgTzg>)
* [https://genesyslab.sharepoint.com/_layouts/15/images/icdocx.pngFAQ-Security-Privacy.docx](https://genesyslab.sharepoint.com/sites/EMEACloudSC/SiteAssets/SitePages/ECCC%20Security%20%26%20Privacy/FAQ-Security-Privacy.docx). (Note: You are welcome to download and update this document with additional questions/content,  Please send your feedback to Shahzad Ahmad & Erich Cohen so we can keep on improving this document)
* If required, assigned SC will contact ECCC Program Management Team for additional support via [EMEACloudProgramManagement@genesys.com](mailto:EMEACloudProgramManagement@genesys.com)
* ECCC Team Program Management will assign ECCC Team member
* SC will assign ECCC Team member to the existing DSR as a Virtual Team member
* ECCC Team will contact Information Security & Compliance team as needed
* For any privacy and/or security contract reviews, a legal DSR must  also be opened within SFDC

## GDPR Definitions

The [General Data Protection Regulation](https://gdpr-info.eu/) (GDPR) is a European Union regulation. It articulates the rights of people about the protection of their personal data. It also defines the responsibilities of organizations that collect and process personal data. Generally, the GDPR applies to individuals in the European Union. It deals with the responsibilities for organizations directing business to those individuals. GDPR enforcement begins 25 May 2018. The GDPR “protects fundamental rights and freedoms of natural persons and in particular their right to the protection of personal data”. These fundamental rights include the right to access their personal data, rectify their personal data, and delete their personal data stored by an organization.

A customer is a "**data controller**". Our customers determine the purpose for which and the manner in which any personal data is processed.

Genesys acts as a "**data processor**". This means we process data on behalf of data controllers (our customers).

End-users are "**data subjects**". That's you and me (individuals) as consumers of a service.

For more details on these definitions, open this [link](https://gdpr-info.eu/art-4-gdpr/).

## GDPR Compliance Documentation

* PureEngage Cloud: <https://docs.genesys.com/Documentation/System/latest/SDG/GDPR>
* PureEngage Premise: <https://docs.genesys.com/Documentation/System/latest/SDG/GDPR-Premise>
* PureConnect: <https://my.inin.com/products/cic/Documents/Security_Precautions_TR.pdf> (Chapter 9)
* PureCloud: <https://help.mypurecloud.com/articles/how-is-genesys-purecloud-addressing-gdpr/>
* AltoCloud: <https://altocloud.atlassian.net/wiki/spaces/IN/pages/600768650/GDPR>

## Genesys Privacy Compliance Program Statement

As part of our GDPR compliance program, Genesys created a Privacy office with an appointment of a Global Chief Privacy Officer (Bill William Dummett) and EU based Data Protection Officer (Shahzad Ahmad) early 2017. Our EU & Swiss Privacy Shield certifications are approved and can be found on the following link (<https://www.privacyshield.gov/participant?id=a2zt0000000L0jFAAS&status=Active> ). International Processing across Genesys entities will be assured with the use of EU Standard Model Contract Clauses in the short term before we submit our Binding Cooperate Rules (BCRs) for an approval next year.   We have completed (Data Mapping), Data Privacy Impact Assessment (DPIA) and implementation of mandatory tools/processes for compliance.  This also includes the creation of product features/tools and/or processes to assure the compliance.  We will either provide you the tools or means to fulfill data subject requests or execute them on your behalf. We will be signing the data privacy agreement (DPA) with you in line with Article 28 of GDPR to cover all the details of our obligations as a processor or sub-processor. Please let us know if DPA contract template is required. Our privacy office will be happy to provide more detailed info or answers as/if required.