



SayIt Security Standards

nVoq makes Security and Data protection a high priority by strictly enforcing policies and procedures and putting in place administrative, physical and technical safeguards to keep Personal Health Information (PHI) and Nonpublic Personal Information (NPI) secure. nVoq acknowledges that PHI and NPI in its care and custody will be used only in accordance with its license agreements and in order to ensure it complies with applicable laws and regulations, including, but not limited to, the Fair Credit Reporting Act, 15 U.S.C. Section 1681 et seq., the Health Insurance Portability and Accountability Act of 1996, the Health Information Technology for Economic and Clinical Health Act (HITECH) in the United States and the Personal Information Protection and Electronic Documents Act (PIPEDA) and the related provincial acts in Canada, Personal Credit Card Information Data Security Standard (PCI DSS), Gramm Leach Bliley Act (GLB), the Family Educational Rights and Privacy Act (FERPA) and all other applicable federal, state and provincial privacy laws (together, the “Privacy Laws”) and all implementing regulations thereof, and will not reproduce, disseminate, utilize or take any other action in connection with PHI or NPI except as specifically permitted by the Privacy Laws. nVoq implements and maintains appropriate measures designed to: (i) ensure the security and confidentiality of PHI and NPI; (ii) protect against any anticipated threats or hazards to the security or integrity of PHI or NPI; (iii) protect against unauthorized access to or use of PHI or NPI; and (iv) ensure proper disposal of PHI and NPI in accordance with the Privacy Laws.

nVoq undergoes an annual audit conducted by an outside third party auditor to audit the following:

- PCI-DSS compliance
- SOC 2 – Trust Service Principles under audit: Security, Availability and Confidentiality, HIPAA: 164.308, 164.310 and 164.312.