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 regula-
tions, 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, Payment Card Industry 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.