

UJET's Innovative Approach to Data Security & Compliance

Table of Contents

- 3 Introduction - UJET: The World's Most Secure CCaaS Platform**
- 4 UJET's Unique Approach to Security and Privacy**
- 4 Security & Compliance Measures**
- 5 Compliance Certifications & User Privacy Standards**
- 6 Conclusion**
- 7 About UJET**

INTRODUCTION

UJET: The World's Most Secure CCaaS Platform

At UJET, security and compliance are our top priorities. We understand the importance of keeping customers' and users' data secure from compromise. That is why we have invested significant resources in developing our cutting-edge Contact Center as a Service (CCaaS) platform to ensure security and compliance for all of our customers.

UJET's CCaaS platform has been designed with security at its core, leveraging the latest technologies and security best practices to protect customer data from unauthorized access or malicious intent. UJET offers the first and only real-time data exchange for the CRM, eliminating storage of sensitive customer data in the contact center.

Our commitment to security extends beyond technology, however; it also includes ongoing investments in processes, procedures, training programs, and audits that help maintain high standards for security compliance across the entire organization.

In this white paper, we will discuss UJET's commitment to security and compliance – including how we are continuously improving our systems – as well as provide an overview of the different components that make up our comprehensive approach to achieving world-class levels of security protection.

“In today’s environment, data privacy and the protection of personal information is of the utmost importance. With an enterprise-grade level of security and a commitment to ensuring the protection of its customers’ data, UJET is proud to be an example of how customer support vendors and organizations can make data protection a cornerstone of their business.”

Caryn Seippel

VP of Security and Compliance at UJET

UJET’s Unique Approach to Security and Privacy

UJET is the cloud contact center platform for businesses that put trust at the heart of their customer experience. We believe that great service doesn’t have to increase your privacy risk or compliance efforts.

Our one-of-a-kind architecture and award-winning CX Intercloud deliver the most dependable foundation for security, reliability, and scale across cloud contact center operations.

With UJET, organizations gain a full voice and digital engagement suite equipped with smart device capabilities, powerful AI, and advanced analytics – all intuitively designed to make life easier for everyone involved.

The platform features powerful contact center capabilities while minimizing the Personally Identifiable Information (PII) stored in the platform. By never storing personally identifiable information, UJET enables you to meet challenging data protection regulations across the globe.

UJET processes your organization’s customer communications (calls, chat transcripts, text messages, attachments, etc.) and encrypts and transmits it to your CRM, database, or storage service you manage and control. The flexibility to choose where your data is stored, be it in your CRM, a public cloud storage resource, or your own data warehouse on premise, can significantly reduce exposure and risk, storage costs, and efforts related to accessing, retaining, and deleting customer data.

Security & Compliance Measures

Information Security Management

UJET maintains an Information Security Management Policy which is modeled after SOC2 (or subsequent version) standard and controls or an equivalent industry standard for information security management.

Privacy Impact Assessment

UJET has a process for conducting Privacy Impact Assessments (PIAs), with supporting procedures and controls that are effective and operational.

Vulnerability Management & Malware Protections

We perform multiple types of vulnerability scanning and penetration testing to detect and remediate potential vulnerabilities in the systems so you can focus on your customers without worrying about security.

Network Controls

UJET’s network settings are controlled and regularly reviewed to ensure the protection of our systems.

Encryption

All user data is encrypted in transit and at rest using TLS1.2 and AES256 encryption.

Audit Logging & Monitoring

We review system and security logs and alert on potential anomalies to provide continuous monitoring of the systems.

Compliance Certifications & User Privacy Standards

UJET's CCaaS platform is independently audited and certified on an annual basis. Our auditors understand the cloud and how to ensure security and privacy compliance in a cloud-based environment.

We have an experienced Security and Privacy team to ensure the platform and processes always keep PII secure, and that we continue to maintain the world's most demanding security and privacy certifications on your behalf, including:



- Service Organizations Control (SOC) 1 Type 2:** UJET has achieved certification for SOC 1 Type 2. This certification focuses on the information technology general control system for the UJET Customer Support Platform and describes the suitability of the design and operating effectiveness of these controls to achieve the related control objectives stated in the report. These reports help UJET's customers better understand the effect of UJET's controls on their financial statements.
- Service Organizations Control (SOC) 3:** Along with completing its SOC 1 Type 2 certification, UJET is SOC 3 compliant, furthering its ability to provide its customers assurance about UJET's controls relevant to security, availability, and confidentiality for general use.
- Payment Card Industry Data Security Standard (PCI DSS):** PCI requirements apply to all organizations that store, process, or transmit cardholder data and/or sensitive credit card authentication data. UJET processes and transmits cardholder data on behalf of its customers, but does not store such data.
- Financial Industry Regulatory Authority (FINRA):** Under FINRA, financial institutions must identify and assess cybersecurity threats; protect assets from cyber intrusions; detect when their systems and assets have been compromised; plan for the response when a compromise occurs; and implement a plan to recover lost, stolen, or unavailable assets. UJET's FINRA certification enables its customers who are regulated by FINRA to comply with rules such as the Telemarketing Rule and the Books and Records Requirements.
- Chrome Enterprise Recommended:** Deliver contact center experiences that are secure by design. On the agent side, the Chrome operating system standardized across all agent laptops has never been subjected to a ransomware attack. Additional features like the Titan C security chip inside, Google Safe Browsing, and verified boot complete the security puzzle, while UJET protects customers with zero PII stored on the platform, options for biometric customer authentication, and extensive certification and compliance with industry-leading security standards.

How UJET Helps You Adhere to Compliance Standards

How UJET Helps You Adhere to Compliance Standards
 UJET processes your organization's customer communications (calls, chat transcripts, text messages, attachments, etc.) and encrypts and transmits it to your CRM, database or storage service you manage and control. After the customer support session is completed and the communications data is stored in your CRM, UJET deletes these communications from its platform.

UJET collects and processes your organizations' customer information solely on behalf of and in accordance with your company's instructions and does not process your customers' PII for its own purposes. UJET does not sell or share customers' personal data.

Conclusion

At UJET, security and compliance are our top priorities. We have invested significant resources in developing an innovative Contact Center as a Service (CCaaS) platform that leverages the latest technologies and security best practices to protect customer data from unauthorized access or malicious intent.

Our commitment extends beyond technology, however; we also invest in processes, procedures, training programs, audits, and more to maintain high standards for security compliance across the entire organization.

With continuously improving systems backed by industry-leading certifications such as SOC 1 Type 2 Compliance and PCI DSS certification, UJET is proud to be a leader among cloud contact center vendors when it comes to protecting customers' personal information while providing great service experiences at scale.

For more information about our security and compliance standards, please visit <https://ujet.cx/security>.





About UJET

UJET is the cloud contact center platform for businesses who put trust at the heart of their customer experience. Our one-of-a-kind architecture and award-winning CX Intercloud deliver the most dependable foundation for security, reliability, and scale across cloud contact center operations. With UJET, organizations gain a full voice and digital engagement suite that's equipped with smart device capabilities, powerful AI, and advanced analytics – all intuitively designed to make life easier for everyone involved. From customers and agents to supervisors and executives, UJET delivers meaningful operational efficiency, higher interaction quality, and mission critical stability. Innovative brands like Instacart, Turo, Wag!, and Atom Tickets all trust UJET to enable exceptional customer experiences. So can you. Learn more at ujet.cx.



"UJET helps make my job effortless. It's easy to use, and this allows me to focus more on ensuring that I provide the highest level of service and improve on exceeding customer expectations."

S. Ndlovu
Customer Service Representative