Genesys Security Deployment Guide

Genesys Administrator Support for GDPR

12/19/2025

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This page describes product-specific aspects of Genesys Administrator support for the European Union's General Data Protection Regulation (GDPR) in premise deployments. For general information about Genesys support for GDPR compliance, see General Data Protection Regulation.

Warning

Disclaimer: The information contained here is not considered final. This document will be updated with additional technical information.

Deleting Agents and Users

The following pages describe the process to delete agent and user information:

- Deleting Agents
- Bulk Import/Export of Agent Data
- Users (Persons)

Warning

"Usage of Genesys Administrator by an employee requires processing of the employee's Personal Data for functioning of the Genesys Administrator(user's name, work phone number, and work email). Without storing this Personal Data associated with an employee, the Genesys Administrator could stop functioning. Thus, for current employees, the processing of their Personal Data is necessary for the purposes of the legitimate interests pursued by the [CUSTOMER]. Further, [CUSTOMER] may be required to keep employee call records in order to meet other regulatory requirements. Based on the lawfulness of this processing and the design of the Genesys Administrator, we do not recommend erasing Personal Data associated with an ongoing user."