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# Genesys Security Deployment Guide

Data Privacy

5/5/2025

# Data Privacy

## Important

The purpose of this document is to help organizations understand how Genesys Services can be utilized to help them comply with certain regulatory requirements, including EU General Data Protection Regulation (GDPR). Some of the Genesys Services features described herein may or may not be available based upon an organization's specific environment and Genesys Services acquired.

The information in this document may not be construed or used as legal advice about the content, interpretation or application of any law, regulation or regulatory guideline. Customers and prospective customers must seek their own legal counsel to understand the applicability of any law or regulation on their processing of personal data, including through the use of Genesys' products or services.

## Existing Data Privacy Regulations

Genesys understands the need for enterprises using our software to comply with all local and global laws. It is possible for a customer to use the Genesys suite of products in a manner that complies with [GDPR \(European Union General Data Protection Regulation\)](#), [LGPD \(Brazilian General Data Protection Act\)](#), [APP \(Australian Privacy Principles\)](#), [CCPA \(California Consumer Privacy Act\)](#) by following the guidelines listed in [General Data Protection Regulation](#). However, the Genesys products are merely tools to be used by the customer and Genesys recommends that the customer take steps to ensure compliance with the applicable regulations.