

# DATA REDACTION SERVICES

Moxie Cloud Services

## GDPR/CCPA COMPLIANCE SUPPORT

Moxie is committed to compliance with the General Data Protection Regulation (GDPR) and California Consumer Privacy Act (CCPA) across our cloud solutions.

Moxie maintains a rigorous internal privacy and security program designed to ensure such compliance through internal privacy assessments, enforcing strict data security standards and implementing other required policies and procedures.

In addition to our own compliance, Moxie is committed to helping our customers comply with GDPR and CCPA when using our application services. Moxie's applications natively support direct access by our customers to personal information stored in our applications. This direct access is designed to allow customers to comply with "right-to-know" requirements without requiring separate Moxie assistance. With respect to "right-to-be-forgotten" data subject requests, Moxie's assistance is required and is available via the Data Redaction Service described here.

## PCI COMPLIANCE SUPPORT

The Payment Card Industry (PCI) Security Standards Council (SSC) has developed a set of security standards to protect cardholder data.

To support PCI and reduce the risk associated with storing credit card holder data, Moxie's Data Redaction Service is available to support customer requests to redact credit card numbers from Moxie application databases.

The Data Redaction Service is available to customers who are subscribed to Moxie application services which permit the transmission of cardholder data as well as those who are not subscribed to such services but wish to mitigate the risk of inadvertently receiving cardholder data. The Data Redaction Services, however, is not a substitute for full PCI compliance and Customers who plan to transmit cardholder data must contact Moxie about a PCI certified solution.

## DATA REDACTION SERVICE

Moxie's Data Redaction Service is available to all Moxie Cloud customers. Each month Moxie's Cloud customers may submit one redaction request, which may be a GDPR, CCPA or PCI based request, up to 10,000 interaction IDs, at no additional charge. Optional service packages are available for more frequent requests. The optional packages provide a 5 business day response time for completion.

A customer initiates the redaction request process by sending Moxie a list of Chat session or Email message IDs to redact. Moxie will process the request and redact associated private data in the customer's Moxie database. Once completed, Moxie informs the customer via email.

Details on the processes, formats and expectations are available on the [Moxie Customer Support Portal](#).