

## Trust & Security at SoniqCX

At SoniqCX, we know trust isn't given — it's earned. That's why from day one, we've built a culture rooted in security, transparency, and compliance. Whether you're a startup or an enterprise, your data — and your customers — are safe with us.

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### Our Security Commitments

#### Data Encryption

All client and customer data is encrypted both in transit and at rest using industry-standard TLS and AES-256 protocols.

#### Access Control






We enforce strict role-based access controls (RBAC) to ensure that only authorized personnel access client data or systems.

#### Ongoing Monitoring

We continuously monitor our systems for vulnerabilities, suspicious activity, and emerging threats using modern security tools and processes.

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### Certifications & Standards

Certification / Standard	Status	Description
SOC 2 Type II	 In Progress	Actively working toward SOC 2 compliance with a trusted audit partner.
HIPAA-Ready	 Implemented	We implement HIPAA-aligned safeguards when working with healthcare clients.
PCI-DSS Self Assessment	 Completed	We've completed internal PCI self-assessment for secure payment processes.
ISO 27001 Framework	 Aligned	Internal security policies and controls are aligned with ISO 27001 best practices.
Google Safe Browsing	 Verified	Our website is scanned and marked safe by Google Safe Browsing.

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## Data Privacy & Compliance

### GDPR & CCPA Awareness

We follow global privacy best practices and can support client-specific data access or deletion requests.

### Cookie Transparency




Our site uses a compliant cookie banner aligned with frameworks like TrustArc and OneTrust.

### D-U-N-S Registered

SoniqCX is registered in the global Dun & Bradstreet (D-U-N-S) database, adding an extra layer of verified business credibility.

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## Operational Transparency

-  **Service Level Agreements (SLAs):** Customized for client needs
  -  **Agent Quality Assurance:** Weekly performance reviews and feedback loops
  -  **Business Continuity Plan:** Infrastructure and protocols in place for uninterrupted service
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## Our Promise

We combine human empathy with smart systems to deliver secure, reliable, and consistent customer experiences — every time. As we grow, we remain committed to the highest standards of security, privacy, and accountability.

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## Legal Note:

*Certifications marked "In Progress" or "Aligned" represent our current internal initiatives and do not indicate completed formal certifications unless otherwise noted.*

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