

Cisco Webex Contact Center Service

At Cisco, fostering relationships with our Customers and Partners based on trust is of utmost importance. We believe that privacy is a fundamental human right and our Customers' and Partners' privacy and security are always top priorities.

On July 10, 2023, the European Commission formally adopted its Adequacy Decision for the EU-U.S. Data Privacy Framework (DPF), which is a data transfer mechanism that allows for data flows across the Atlantic without any further authorization, in accordance with Art. 45 GDPR. This decision confirms that the United States provides a level of protection equivalent to that of the European Union for personal data transferred from the EU to U.S. companies under the new framework. As a result, data can flow securely from the EU to participating U.S. companies.

Cisco Systems and its U.S. based subsidiaries (collectively "Cisco-U.S.") found [here](#) have certified to the U.S. Department of Commerce that it adheres to the EU-U.S. DPF Principles with regards to the processing of Personal Data received from the EU and EEA in reliance on the EU-U.S. DPF and from the U.K. (and Gibraltar) in reliance on the U.K. Extension to the EU-U.S. DPF. Cisco-U.S. has also certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. DPF Principles with regards to the processing of Personal Data received from Switzerland in reliance on the Swiss-U.S.

In respect of existing data transfers from the EU and EEA; U.K. (and Gibraltar); and Switzerland, to the US, the Standard Contractual Clauses we have signed with our customers remain valid and we remain committed to them. Relatedly, as there are already expectations that the DPF will be challenged in court, we will continue to rely on Standard Contractual Clauses to remain fully prepared irrespective of the outcome of such an action.

The Court of Justice of the European Union (CJEU) in its Schrems II Ruling reaffirmed the validity of the Standard Contractual Clauses (SCCs) as an appropriate transfer mechanism under Article 46(2) of the GDPR, subject to certain conditions.

Data exporters (i.e., companies transferring personal data outside of the EU – e.g., Cisco EU Customers), where appropriate with the collaboration of the data importer (e.g., Cisco), will now have the responsibility to verify, on a case-by-case basis, if the law and practices of the non-EU third country provide “essentially equivalent” protection for personal data transferred from the EU. When conducting this analysis, also known as Transfer Impact Assessments, the parties must consider, among other things, the circumstances of transfer, nature of the data, identification, and assessment of third country's laws and practices, and the availability of possible additional safeguards (or ‘supplementary measures’).

Cisco is committed to assisting our Customers with appropriate resources to enable them to conduct such assessments in use of Cisco Webex Contact Center Service.

Please see below for useful links and information:

- [Cisco Webex Contact Center Service Privacy Data Sheet](#)
- Assessments of third countries (outside the EU and without adequacy decisions) to which you will export data in order for Cisco to provide the service being contracted and licensed:
 - [USA](#)
- [Data Protection Agreement*](#)
- [FAQ: International Transfer of Personal Data post-Schrems II and Brexit](#)
- [Transparency Reports](#)
- [Principled Approach](#)
- [The Trust Center](#)

* Applicable if the Data Protection Agreement will be used