AN OVERVIEW OF

Security at VCC Live

SOC 2 Type II certification

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VCC:Live

1. INTRODUCTION

At VCC Live, we understand that trust is earned through transparency, reliability, and a lifelong commitment to protecting customer data.

And by achieving SOC 2 Type II certification, our organization is able to verify that our controls meet the highest criteria for keeping our clients and their customers protected. SOC 2 Type II certification is part of our broader security and compliance framework, which also includes ISO 27001, ISO22301, PCI DSS certifications and alignment with GDPR. This whitepaper focuses specifically on our SOC 2 achievement and what it means for our partners, clients and their customers.

2. WHAT IS SOC 2?

SOC 2 (System and Organization Controls 2) is a widely recognized framework developed by the American Institute of Certified Public Accountants (AICPA) to assess how service providers manage customer data.

It evaluates controls across five **Trust Services Criteria (TSC):**
- Security
- Availability
- Processing Integrity
- Confidentiality
- Privacy

At VCC Live, our certification covers the three most critical areas for our customers: **Security, Availability, and Confidentiality**.

3. WHY SOC 2 MATTERS FOR CONTACT CENTERS

For contact centers, SOC 2 compliance is an essential standard for earning and maintaining trust in today's market.

Choosing a vendor that has achieved SOC 2 Type II certification ensures that:
- Customer and end-user data is handled responsibly, protected against unauthorized access, misuse, and breaches.
- Operations remain reliable, with systems that are tested and proven to stay available even under stress or unexpected conditions.
- The organization can confidently demonstrate due diligence to regulators, auditors, and stakeholders, knowing that the vendor follows verified, industry-standard practices.

By selecting a SOC 2 Type II-certified partner, such as VCC Live, you reduce your risk exposure and reinforce your credibility among stakeholders and customers alike.

4. HOW VCC LIVE OBTAINED SOC 2 CERTIFICATE

In 2024, we successfully completed a **SOC 2 Type II audit**, which assessed the processes, design, and operational effectiveness of our controls over a three-month investigation period.

This was a rigorous, independent review of policies, practices, and evidence across all departments. The process required harmonizing nearly 600 pages of documentation to meet the specific SOC 2 criteria on top of our existing ISO 27001 framework.

This achievement is not final but an ongoing effort to maintain our SOC 2 compliance through continuously monitoring, improving, and documenting our security and operational practices.

5. WHAT OUR SOC 2 CERTIFICATION MEANS FOR YOU

When you choose VCC Live as your contact center provider, you can trust that:

- Your data is encrypted both in transit and at rest, with advanced safeguards in place.
- Access to sensitive data is tightly controlled, audited, and traceable.
- Systems are monitored continuously to maintain reliability and prevent disruptions.
- Confidentiality is embedded into our workflows, from call recordings to personal data.

6. CHECKLIST FOR VENDOR EVALUATION

When comparing vendors, keep this checklist in mind to assess the maturity of their SOC 2 compliance:

CRITERIA	WHAT TO LOOK FOR
Type of Report	Type II (not Type I)
Scope	Includes your systems & services
Trust Criteria	At least Security; others as needed
Audit Findings	No critical exceptions; remediation plans if needed
Report Freshness	Issued within the past 12 months
Security Culture	Ongoing monitoring, internal ownership
Transparency	Willingness to share the report under NDA

VCC Live meets all these criteria, and we encourage our customers to hold all vendors to the same high standards.

7. LOOKING AHEAD

Compliance never stops. Beyond maintaining SOC 2, we're already preparing for:

- **NIS2 Directive** (EU cybersecurity requirements)
- **DORA** (financial sector resilience)
- **ISO/IEC 42001** (AI management standards)
- **EU AI Act** (responsible AI use)

We aim to stay ahead of evolving regulations so our clients can focus on their business, confident that we're keeping their data and operations secure.

CONTACT US FOR FURTHER INQUIRIES

To learn more or request our SOC 2 report:

- Visit: **vcc.live/information-security-and-compliance**
- Contact form: **vcc.live/contact-us/**
- Email: **info@vcc.live**
- Phone: **+3619996400**

If you're an existing client, please contact your Customer Success Manager.

We're here to help you build a secure, compliant, and trusted contact center operation.

VCC:Live