

Data security and cybersecurity —

Data security is a key priority for Teleperformance, not only to protect its employees, but also its clients and end users.



In this regard, the Group continues to strengthen and expand its data protection and cybersecurity program. The program and controls are regularly reviewed and revised to cover the most recent or updated legal requirements, and to stay at the forefront

of international standards:

- New ISO 27701, currently being implemented throughout the Group. The new standard is an extension of the requirements contained in ISO 27001, already in place;
- PCI (Payment Card Industry) standard;
- HIPAA (Health Insurance Portability & Accountability Act) standard;
- Binding Corporate Rules (BCR), approved since 2018.

The Group has a set of 14 innovative compliance and security policies, called the Global Essential Compliance and Security Policies (GECSP), designed to anticipate and limit the risk of fraud or security breaches.

The Global Technology, Privacy and Security Committee is the governance body responsible for assessing risks and ensuring that projects are carried out in accordance with the global data privacy and security policy. The protection framework is also strengthened by a compliance audit function.



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Teleperformance has introduced a level of contact center security innovation that frequently exceeds its clients' internal security controls regarding the prevention and early detection of fraud. ●●



MATERIAL TOPICS

Data security

SDGs



KEY PERFORMANCE INDICATORS 2020

BCR
compliant

87%

of employees trained in data security and cybersecurity



A HOLISTIC APPROACH to CYBERSECURITY

Teleperformance has invested in a comprehensive three-year (2019-2021) cybersecurity program called Project Eagle, which is based on several pillars:

