



# Call Recording for PCI DSS Compliance



Automated anonymization to remove sensitive data from recordings and transcripts and ensure PCI compliance.

PCI DSS compliance standards protect the personal **credit card data** that customers share via phone calls during financial transactions in order to prevent this sensitive data from fraud and theft.

Securing sensitive customer data is not just a best practice; it is critical to protecting your organization and avoiding fines, lawsuits and compensation costs.

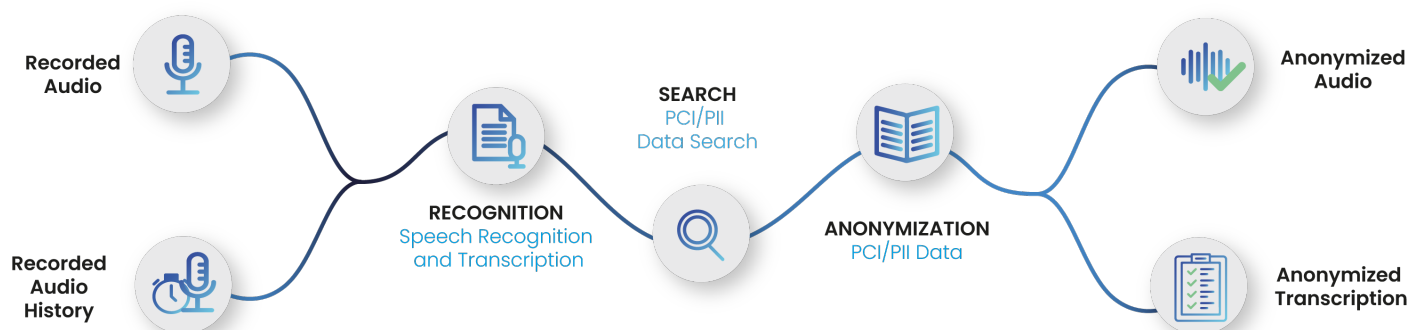
## How does Recordia® PCI Anonymization work?

Recordia® PCI Anonymization is a cloud-based compliance solution that applies a highly accurate speech recognition engine and machine learning algorithms to identify and remove sensitive PCI data from call recordings and transcripts.

According to PCI DSS regulation, all data associated with payment cards must be anonymized, such as Personal

Account Number (PAN), CAV2/CVC2/CVVV2/CVV2/CID codes and the expiration date.

Sensitive data is automatically deleted from the recording and replaced with white noise, returning the cleaned recording and transcript with the data removed.



Anonymization of sensitive data allows call recordings and transcripts to be easily and securely accessed and shared to reveal key customer information, facilitating agent training and customer experience analysis without violating PCI DSS compliance regulations.

Recordia® PCI Anonymization efficiently detects and removes all PCI data in call recordings and transcripts in the background.

# We offer maximum security for your company and your customers

## Audio Anonymization

Recordia® PCI module permanently removes all confidential data from conversations in call recordings. After a call is recorded, Recordia® masks the audio segment of the call in which confidential data is played back with white noise.

## Anonymity in Transcription

Removes financial and confidential customer data within speech-to-text transcripts, replacing sensitive data with hash marks.



### Features

- **Complete anonymization** of numerical sequences in transcripts and recorded audio files.
- Each record has its authenticity assured and certified thanks to the HASH fingerprint.
- Recordia® provides a high level of security by encrypting sensitive data using AES256 algorithms and it is certified with **ISO 27001**.
- **It supports exclusions of numbers** or non-sensitive data (e.g., dollar values, phone numbers, dates, etc.).
- Logs can only be played within the platform and download and export privileges can be controlled and revoked at any time.
- **Easy integration and implementation via API** with a variety of infrastructures or external providers. Easy, simple and fast.
- Possibility to purchase the complete Recordia® solution with recording, transcription and intelligent conversation analysis.

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