365agents

Trust & Compliance Brief
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365Agents, Inc. · Scottsdale, AZ

SECURITY · PRIVACY · GOVERNANCE

Built for the regulated, ready for the rest.

365Agents pairs AI voice and text agents with the controls enterprise security teams expect. SOC 2, ISO/IEC 42001 for AI governance, PCI-DSS scope-minimization, HIPAA-ready, and a unified U.S. data-privacy program — all running on AES-256 + TLS 1.3 with 24×7 monitoring.

Compliance posture at a glance

FRAMEWORK	STATUS	DETAIL
SOC 2 Type I	Achieved	Independent attestation; renewed annually. Type II observation period commencing — see roadmap below.
ISO/IEC 42001:2023 AI Management System	Certified	The first ISO standard purpose-built for AI governance. Covers risk management, lifecycle controls, transparency, and human oversight.
PCI DSS Service Provider	Attested	Scope-minimization design — cardholder data is not stored on the Platform unless Customer enables PCI-compliant payment flows.
HIPAA	BAA-ready	Administrative, physical, and technical safeguards consistent with the HIPAA Security Rule. PHI requires signed BAA + PHI-mode enabled at account level.
U.S. Data Privacy (USDP)	In Progress	Vanta-tracked unified U.S. multi-state privacy program — CCPA/CPRA, VCDPA, CPA, CTDPA, UCPA, plus the rolling wave of state laws (TX, OR, TN, FL, MD, MN, NJ, DE, NH, IA, IN, MT, etc.).
GDPR / UK GDPR / Swiss FADP	DPA-ready	Data Processing Addendum incorporates EU SCCs and UK Addendum; available on request prior to processing EU/UK personal data.
TCPA · TSR · State telemarketing & AI-disclosure	Configurable controls	Consent capture, do-not-call list integration, AI-disclosure prompts, "click-to-cancel" mechanics, and time-window controls.

Core security controls

ENCRYPTION
AES-256 at rest · TLS 1.3+ in transit

IDENTITY
MFA-required admin access · RBAC, least privilege

MONITORING
24×7 SOC · IR team activated within 1 hr

RESILIENCE
4-hr RTO · 24-hr RPO · daily geo-distributed backups

PERSONNEL
Background checks · annual security training

SOFTWARE
Code review · automated vuln scanning · annual pen-test

Data handling

DATA TYPE	RETENTION
Voice recordings	30 days default — longer on Customer request
Voice models	Retained until Customer requests deletion or account closure
Usage logs / telemetry	12 months
Customer account data	Up to 7 years post-closure for legal & tax compliance
Customer Data (other)	Subscription Term + 30 days, then deleted; archive backups expire on rotation

> ***Incident notification commitment:*** *365Agents will notify affected Customers without unreasonable delay and no later than **72 hours** after confirming a Personal Data breach (24 hours for active material risk).*