Advanced Data Privacy and Protection

Staying ahead of the changing data privacy and security landscape protects your business and builds customer trust.

81% of customers refuse to do business with a brand they don’t trust

Advanced Data Privacy and Protection helps by giving you an additional, powerful set of data privacy and security capabilities on top of Zendesk’s already strong security foundation.

Deliver the most trusted and secure CX

- Safeguard your business with stronger encryption by controlling the key to personal data.
- Personalize CX with elevated privacy by specifying what data you show and keep.
- Strengthen security at scale with greater visibility by logging who accessed and searched for data.

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Key capabilities to protect your customers and your business

- **Advanced encryption**: Secure your service data with self-managed encryption keys. Rotate, revoke, and retain ownership over your keys to minimize data exposure for stronger security.

- **Data masking**: Ensure the right people see the right data by masking customer information in record fields based on role. Automatically anonymize personal data in these fields including names, email, and phone.

- **Advanced data retention policies**: Limit what customer data you store with custom data deletion schedules that let you delete the data you don’t need and retain the data you do. Create multiple data retention policies for different data types.

- **Advanced redaction**: Selectively and permanently delete personal customer information from agent-customer conversations including name, phone, email, payment card, social security number, and more. Includes tools for AI-powered PII detection and automatic redaction.

- **Access log**: Identify and prevent risks by ensuring the right people are viewing customer data with a detailed record of data access. Log which agents have viewed what data, when, and from where, for user profiles, tickets and searches.
What sets Zendesk privacy apart

Quick to set up
Zendesk doesn’t require custom development languages or training. Spend more time on customers and less on privacy concerns.

Integrate your stack
Many major platforms connect to Zendesk, so you can use your essential tools while keeping a high privacy standard.

Easily customizable
Zendesk has security capabilities for your entire org. Tailor to your needs, with enough flexibility to fit a wide range of industries.

Built into Zendesk
Enterprise-grade security is native to Zendesk. Protect your data at scale with the business resilience you need.

Available to Zendesk customers on Suite and Support Enterprise plans and above.

To learn more, reach out to Sales at zendesk.com/contact or speak with your account representative.