



8x8 Strengthens Customer Data Privacy With New International Cloud Protection Standard

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ISO/IEC 27018 implementation underscores 8x8's commitment to responsible data practices and trust in cloud communications

CAMPBELL, Calif.--(BUSINESS WIRE)--Nov. 25, 2025-- Reinforcing its commitment to protecting customer data, [8x8, Inc.](#) (NASDAQ: EGHT), a leading global business communications platform provider, announced the implementation of [ISO/IEC 27018](#) – the internationally recognized privacy standard for protecting personal data in public cloud environments.

ISO/IEC 27018 establishes strict requirements for how cloud service providers handle personally identifiable information (PII), including controls for access, use, transparency and incident response. By adopting these practices across its platform, 8x8 further strengthens its privacy posture and reinforces the company's longstanding commitment to secure, responsible data management.

Security can never be a bolt-on option

Implementing ISO/IEC 27018 provides organizations, particularly those in highly regulated industries such as healthcare, financial services and government, with meaningful assurance that 8x8 meets rigorous international standards for safeguarding personally identifiable information.

"Customers should never have to trade speed or innovation for security," said [Darren Remblence](#), Chief Information Security Officer at 8x8, Inc. "ISO/IEC 27018 gives organizations even stronger guarantees that their data is handled responsibly and transparently. It means they can move faster, meet compliance requirements with confidence, and trust that privacy is built into every part of their communications experience."

Privacy by design

Led by 8x8's security and compliance teams, this initiative involved a comprehensive review and enhancement of privacy practices, data handling protocols, and cloud architecture. The result is a verifiable demonstration of 8x8's commitment to privacy by design, supporting the evolving compliance needs of global enterprises.

What this means for customers

Integrating ISO/IEC 27018 into 8x8's certified information security management system (ISMS) strengthens the privacy and security foundation of the [8x8 Platform for CX](#). Customers benefit from:

- Reduced compliance risk in regulated industries
- Faster vendor onboarding and security assessments
- Greater transparency and accountability in data handling
- A future-ready cloud platform built with privacy by design

A growing portfolio of security and trust

ISO/IEC 27018 adds to 8x8's robust security and compliance frameworks, including ISO/IEC 27001, ISO/IEC 27017, SOC 2, and HIPAA mapping. Together, these certifications reflect a comprehensive approach to data protection, governance, and risk mitigation, designed to meet the expectations of modern enterprises and regulators alike.

This milestone aligns with 8x8's broader vision to lead the future of customer experience with a platform built on trust, transparency, and security. As privacy expectations rise and regulatory pressures grow, 8x8 is committed to helping organizations stay ahead – with the confidence that their communications are secure, compliant, and ready for what's next.

About 8x8 Inc.

8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on the industry's most integrated platform for Customer Experience—combining Contact Center, Unified Communication, and CPaaS solutions. The 8x8® Platform for CX integrates AI at every level to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. We help customer experience and IT leaders around the world become the heartbeat of their organizations, empowering them to unlock the potential of every interaction. For additional information, visit www.8x8.com, or follow 8x8 on [LinkedIn](#), [X](#), and [Facebook](#).

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