

Life at Nuance

Global Data Privacy Day: A reflection on the importance of data privacy

[Jean Liu](#) | Chief Legal, Privacy, and Compliance Officer

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What better way to learn about data privacy than to hear from the many people on Team Nuance who embrace the tenets of respect, trust and transparency each day! From our global services professionals to the privacy team, individuals describe why data privacy is so important to them and their work. As Alma, Principal Product Manager, explains, “Data privacy is a responsibility we all share.” Read this blog to build your knowledge and understanding of data privacy, hear why it is important, and learn how Team Nuance works each day to respect and protect data.

Every January 28th, we celebrate [Global Data Privacy Day](#) (also known as Global Data Protection Day), to spread awareness about the importance of respecting privacy, safeguarding data, and enabling trust. I connected with employees across Nuance to hear what they had to say about data privacy, and what it means to them. Here is what they had to say:

“When I think about data privacy, the end objective in my mind is always what’s the right thing for individuals, whether it’s Nuance’s trusted relationship with our employees, with our clients, our clients’ customers.” - **Adam, Senior Director, Program Relationship Management**

“What I find most impressive is how seriously we take privacy and compliance, and the true leadership we show in this regard. For example, the level of rigor and process we have when dealing with a potential privacy incident or investigation is what we do to earn the trust our customers expect of us, a best-in-class partner, when it comes to protecting our customers’ data, and that of their customers. Thank you to our Privacy and Compliance teams for all the support and leadership!” - **Anthony, Senior Vice President, Global Services**

“During my time working in the Cyber Security Services industry, I’ve personally witnessed the disruption organizations go through during a data breach. As Ponemon institute published, the average cost of a data breach in 2021 was \$4.2M. It’s not just the loss of business, but also the loss of reputation and trust of their customers. Hence, it’s critical that organizations exercise diligent practices to protect data through people training, process implementation, technology controls, and governance. The bar is even higher when it comes to healthcare data, which is perhaps the most sensitive information for an individual. Here at Nuance,

we are a leader in providing cutting edge Health IT solutions and our customers have tremendous trust in us when they use our applications and services. Continuing to demonstrate our high standards of security and privacy is paramount to delivering on that trust and maintaining our brand reputation.” - **Vikram, Vice President, Commercialization & Platform Product Management**

“As a former legal intern and now the new Privacy Counsel at Nuance, I keep going back to this idea, as data privacy evolves as a discipline and with the emergence of new technologies, including innovative methods for identifying people, I also continue to evolve! That sentiment encompasses data privacy: personal data is information identifies you, and it will always be a part of you. It can change as your life develops, but it is part of every human being’s life and as such, safeguarding and protecting it from unauthorized use allows us to be who we truly are!” - **Neethi, Privacy Counsel**

“Data privacy is the foundation of trust that we have with our clients and their customers and patients. I always think of this relationship as a pearl, with the data inside and each layer of privacy and security keeping it protected. It is critical we use all our safeguards and controls to ensure that the use of data respects the privacy of the individuals whose data we are entrusted with and protecting the reputation of not only Nuance, but also that of our clients. Data privacy is a responsibility we all share.” - **Alma, Principal Product Manager**

“Customers no longer see data privacy as an option, rather it is a critical component for companies to develop the culture of data privacy in order to persist. Data privacy is at the core of everything we do and developing the culture of embracing data privacy ensures that Nuance will thrive.” - **Ram, Director, Product Management**

“Privacy is the basis on which we [build trust with our customers](#). This requires a ‘privacy mindset’ on the part of everyone to whom data is entrusted. I am really proud of Nuance and all my colleagues always putting privacy front and center in their work, throughout the data lifecycle.” - **Amy, Senior Director, Research Data**

“Our customers trust us to deliver our best each day, and they expect that our products and services are trustworthy and safe. When we discuss our data privacy practices, they challenge us to excel and to meet the expectations of the future. It’s not always easy, but as President Kennedy said, we don’t do things because they are easy, but because they are hard.” - **Rhita, Senior Principal Product Manager**

And finally, here are my thoughts!

“No matter what subject matter expertise or discipline, the professionals from diverse areas of Nuance all embody the same level of enthusiasm and dedication to trust, transparency and respect that I share. #TeamNuance is the reason I love my job.” - **Jean, Vice President & Chief Privacy Officer**

Tags: [Data privacy](#), [Consumer trust](#)

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About Jean Liu

Jean Liu is the Chief Legal, Privacy, and Compliance Officer at Nuance Communications. She leads the development and implementation of data privacy policies and practices that ensure customer and business data, including personal health information, is closely governed and privacy is maintained. Jean has more than 27 years of experience leading compliance and privacy programs and most previously served as Chief Privacy Officer, Assistant General Counsel, and Director of Regulatory Compliance at MultiPlan, a health insurance services provider. Jean holds a J.D. from the Loyola University of Chicago School of Law and a B.S. degree in Psychology from the University of Illinois Urbana-Champaign. Jean is a member of the Massachusetts, Illinois, and Federal Bar Associations.



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