

Protecting Speech Privacy: A Regulatory Compliance Overview

Lencore Sound Masking Systems & Compliance Risk Mitigation Across Key Industries

Why Speech Privacy Matters:

Spoken conversations can be a serious compliance liability in sectors like healthcare, finance, legal, corporate, and government. Sound masking systems like Lencore's help mitigate the risk of overheard speech, supporting compliance with major regulatory frameworks.

Key Regulations & How Lencore Helps



HIPAA (Healthcare)

- *Protects:* Protected Health Information (PHI)
- *Risk:* Conversations overheard in triage, exam rooms, or front desks
- *Lencore Helps:* Masks speech to meet "minimum necessary" standard and protect patient confidentiality

GBLA (Finance)

- *Protects:* Nonpublic Personal Information (NPI)
- *Risk:* Verbal disclosures in open offices or call centers
- *Lencore Helps:* Shields speech in shared spaces to support the Safeguards Rule

GDPR (Global/Corporate)

- *Protects:* Personal data (including voice) of EU citizens
- *Risk:* Overheard conversations that include identifying information
- *Lencore Helps:* Supports data minimization and integrity by reducing intelligibility of speech

ABA Model Rules (Legal)

- *Protects:* Attorney-client privileged information
- *Risk:* Sensitive discussions overheard in legal offices or lobbies
- *Lencore Helps:* Enhances confidentiality and reduces malpractice exposure

FISMA / NIST 800-53 (Government)

- *Protects:* Classified or sensitive federal information
- *Risk:* Acoustic eavesdropping in SCIFs or shared workspaces
- *Lencore Helps:* Meets NIST acoustic protection guidelines (PE-5, PE-6)

SOX (Corporate)

- *Protects:* Financial disclosures and audit integrity
- *Risk:* Overheard material nonpublic information (MNPI)
- *Lencore Helps:* Reinforces confidentiality in executive and audit spaces

PCI DSS (Retail/Finance)

- *Protects:* Cardholder data (CHD)
- *Risk:* Spoken card numbers in call centers or retail counters
- *Lencore Helps:* Supports Requirement 9.4 by masking spoken data

Regulation	Sector	Risk from Speech	Lencore's Role
HIPAA	Healthcare	PHI leakage	Mask voices in exam/triage areas
GLBA	Finance	NPI exposure	Mask conversations in open offices
GDPR	Global/Corporate	Verbal PII	Reduce intelligibility of spoken data
ABA Rules	Legal	Client confidentiality	Protect privileged discussions
FISMA/NIST	Government	Classified information leakage	Meet acoustic shielding standards
SOX	Corporate	MNPI leaks	Protect sensitive boardroom discussions
PCI DSS	Retail/Finance	Card data verbalized	Mask voices in customer service areas

Bottom Line: If it can be heard, it must be protected. Lencore's sound masking solutions provide more than comfort—they reduce legal and regulatory exposure by safeguarding sensitive speech across industries.

Need a compliance-focused sound masking audit? Contact us today.