



SAP Finance & Risk Data Protection and Privacy

Anne Marie Colombo, CISSP, Cybersecurity Solution Advisor, NA CIO Office
Jennifer Buko, Senior Customer Engagement Executive, S4HANA Cloud

About the Speakers

Anne Marie Colombo, CISSP

- Cybersecurity Solution Advisor, SAP
- 12 years experience SAP Identity Access Management Solutions, Risk, Data Protection and Cybersecurity solution provider

Jennifer Buko

- Sr. Customer Engagement Executive, S4 HANA Cloud, SAP
- 15 years experience as Finance, Analytics, GRC and Risk professional
- Enjoys fitness and spinning

Key Outcomes/Objectives

1. Understand Challenges regarding Protecting Data
2. Learn about Data Protection & Privacy Options from SAP

Agenda

- Data Protection and Privacy Business Challenges
- SAP Offerings
 - Four Pillars
- Summary
 - Value of SAP Offerings

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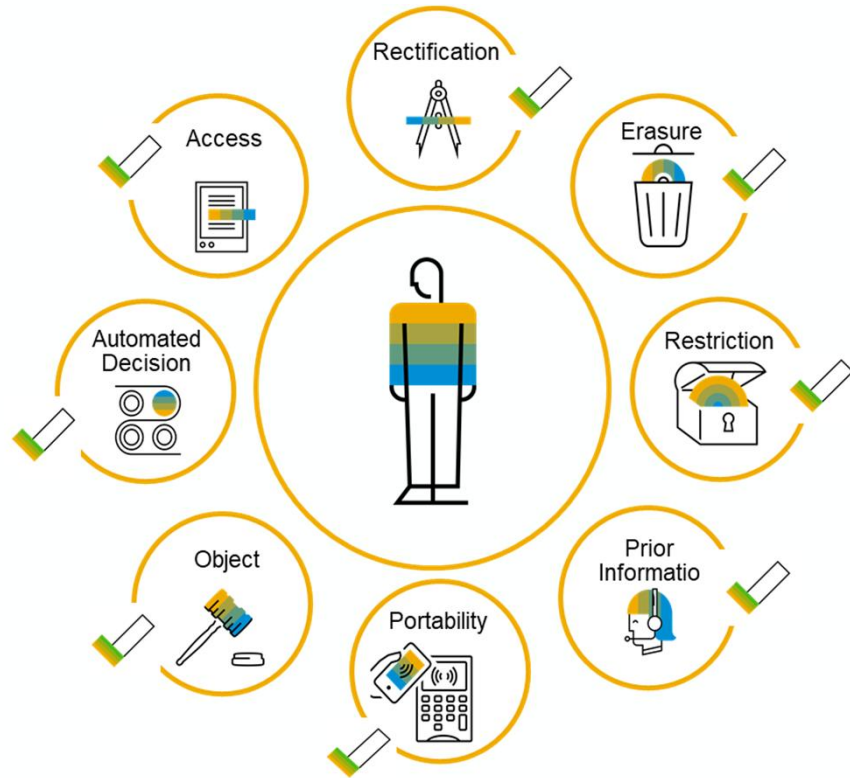
It is the customer's responsibility to adopt measures that the customer deems appropriate to achieve GDPR compliance.

Business Challenges and Issues



The Basic Principles of Data Protection & Privacy Globally are:

Most common rights of the data subject



- Require safeguard measures in data processing systems



Privacy governance

- Record of processing activities
- Data privacy impact assessment
- Controls and related testing
- Continuous control monitoring
- Policy distribution and acceptance
- Compliance reporting



Data management

- Privacy data mapping, profiling
- Blocking and deletion
- Data flow analysis
- Data access
- Data transfer
- Data minimization
- Data storage



Data security

- Access governance
- Customer identity management
- Breach detection, notification, and management
- Data protection (for example, encryption and masking)
- Data access logging
- Data loss prevention



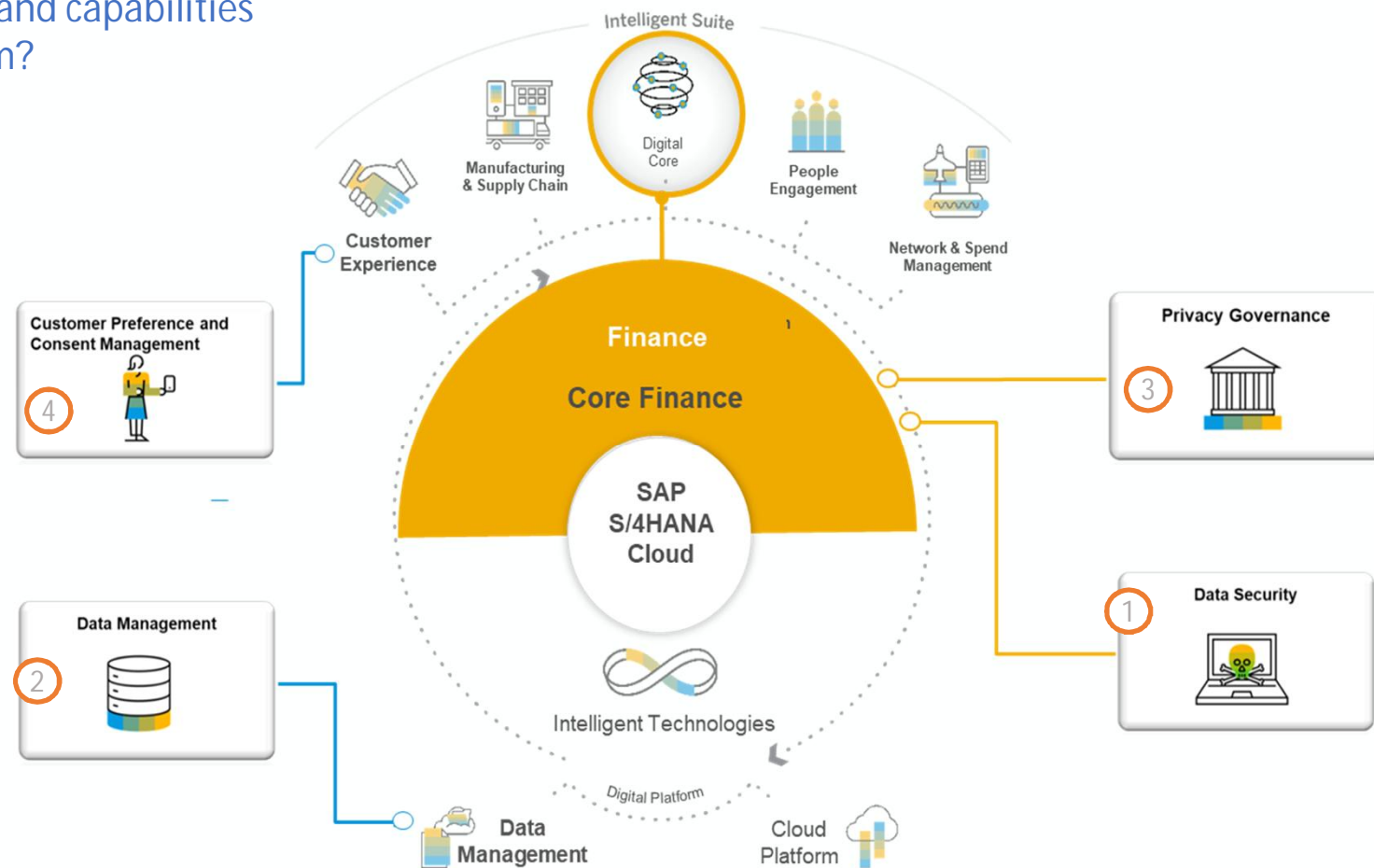
Customer preference and consent management

- Personal profile, preferences, and consent
- Centralized personal profile, preferences, and consent in a secure audit-ready vault
- Enforcement of personal profile, preferences, and consent to third parties
- Data handling practices

Digital Transformation demands for embedded Data Protection & Privacy Intelligence – a must for the Intelligent Enterprise

Why does it make sense to define DPP requirements and capabilities as prerequisites of any digital transformation program?

- 1 The Security standards for sensitive personal data require strict data security by design and default. This will lower security risk exposure dramatically
- 2 Data Management & Governance and protection features need to be automatically included
- 3 Embedded Privacy Governance to demonstrate compliance with legal requirements at any time
- 4 Integrated and accurate management of Customer Profiles, Preferences and Consent data across marketing, sales, and services applications



Combining Digital Transformation Programs with Data Protection and Privacy will reduce company's security and compliance risks significantly!

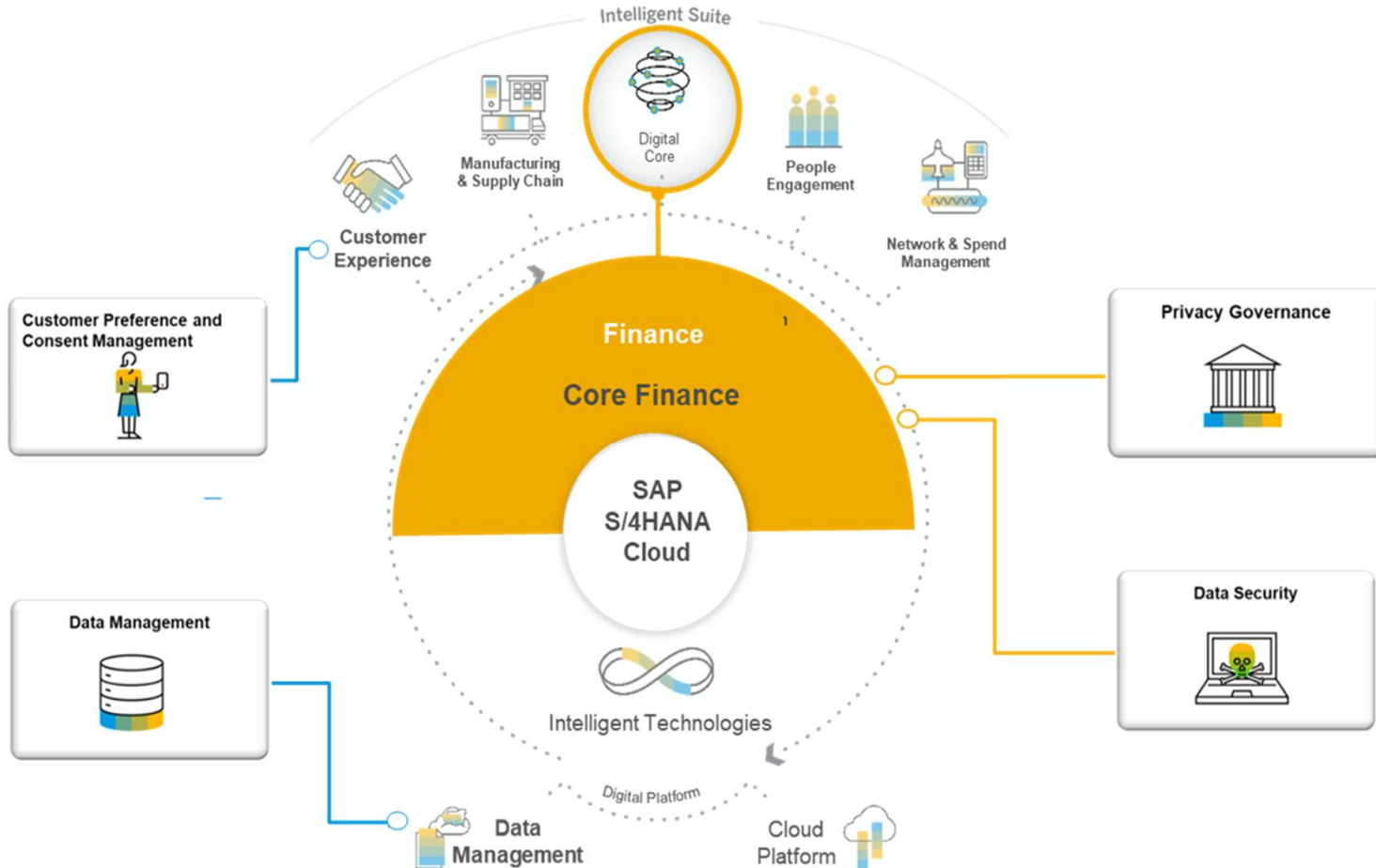
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SAP Data Protection & Privacy Offerings



SAP's Data Protection and Privacy Offerings: Holistic View

SAP offers a set of important DPP capabilities and Services:



1. SAP's Intelligent Enterprise Applications already provide built-in DPP features
2. Manage embedded DPP programs
3. SAP Digital Business Services (DBS)
4. Collaboration and joint offering with EY

Four pillars for effective data protection

SAP GRC



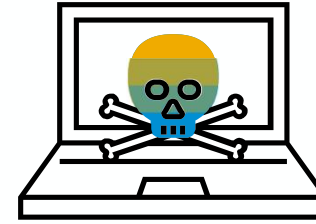
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SAP DDM*



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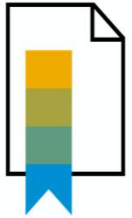


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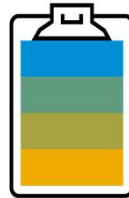
* SAP Data & Database Management

** SAP Customer Data Cloud

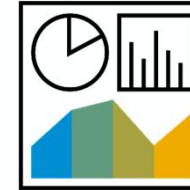
Privacy governance: How SAP solutions can help



- Governance and policies



- Assessments and surveys



- Assurance and reporting

SAP Data Privacy Governance application

- § Record of processing activities
- § Policy management
- § Data protection impact assessment*
- § Control framework for data privacy and protection*
- § Audit framework data privacy and protection*

Simplified governance:

Take advantage of deployment options (on premise or in the cloud) for scalable and cost-effective data protection and privacy governance.

SAP Process Control application

- § Documentation of GDPR requirements, processes, responsibilities
- § Discovery and assessment based on surveys
- § Policy lifecycle management
- § Control testing and continuous monitoring
- § Reporting, providing authorities with evidence

Continuous insight:

Ensure consistency through a unified framework. Detect issues faster with embedded, real-time control of key data-managing business processes.

SAP Risk Management application

- § Risk definition and indicators
- § Auditable risk tracking and evidence

Focus and assurance:

Focus policies and controls on higher risk areas. Tailor audits to deliver optimized assurance on data protection programs.

SAP Audit Management application

- § Internal audit lifecycle
- § Exception-based audits based on risk

The NEW Cloud Solution: SAP Data Privacy Governance

Data protection and privacy (DPP) governance for the extended enterprise

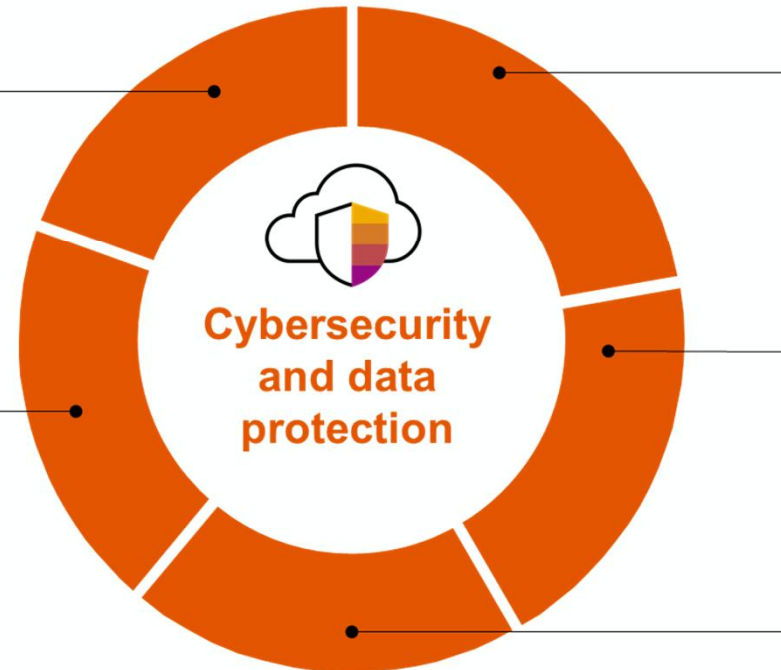
The SAP® Data Privacy Governance application supports enterprises across all industries in complying with data-protection regulations. SAP Data Privacy Governance is available as software-as-a-service on SAP Cloud Platform.

Monitor and report*

Report status and details via a unified cockpit

Manage risks and controls*

Identify and audit related risks and mitigating controls



Manage policies

Create, disseminate, and acknowledge DPP policies

Survey and track

Gather and report records of processing activities (ROPA)

Assess business impact

Perform data privacy (DPIA) and cybersecurity* business impact analysis

*Coming, see current roadmap

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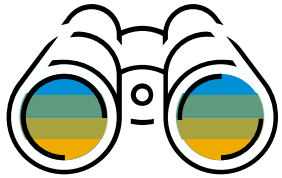


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* SAP Data & Database Management

** SAP Customer Data Cloud

Data management: How SAP solutions can help



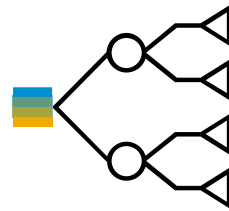
- Discovery and categorization

SAP Information Steward software – Dynamic data discovery, tagging, classification

SAP Enterprise Architecture Designer Web application – Documentation of data architecture, including personal data lineage

Simplified governance:

Take advantage of deployment options (on premise or in the cloud) for scalable and cost-effective data protection and privacy governance.



- Mapping and flow

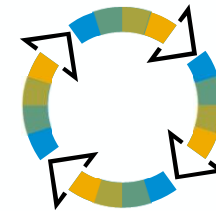
SAP Process Mining software by Celonis – Existence and use of personal data in business processes relating to lawful purpose

SAP Master Data Governance application – Correct and complete master data with assigned user governance

SAP Data Services software – Standardized formats; consolidated and cleansed personal data, quality, and accuracy

Continuous insight:

Ensure consistency through a unified framework. Detect issues faster with embedded, real-time control of key data-managing business processes.



- Assurance and reporting

SAP Information Lifecycle Management component – End-of-purpose blocking and deletion according to retention rules; data from legacy systems consolidated in central “retention warehouse”

SAP Extended Enterprise Content Management application by OpenText – Management of unstructured content sales orders, invoices, and HR documents

Focus and assurance:

Focus policies and controls on higher risk areas. Tailor audits to deliver optimized assurance on data protection programs.

Four pillars for effective data protection

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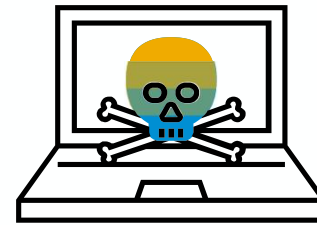
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Data security: How SAP solutions can help

Embed privacy controls and security to protect personal and private data



- Privacy by design

SAP Access Control application – Segregation-of-duties (SoD) analysis, role management, and complete suite that supports access governance

SAP Cloud Identity Access Governance software – Access analysis, role management, and user provisioning

SAP Process Control application – Embedding of privacy controls along with IT controls

Protect your customers:

Support SoD and access control for privacy data. Incorporate processes to protect and control access to privacy data.



- Data security

SAP Enterprise Threat Detection application – Security monitoring for critical business systems

User interface field masking and logging solutions – Masking and tracking of read-access for specific fields in applications

SAP Data Custodian solution – Reporting and monitoring of cloud operations

Protect your business:

Ensure security and business operations. Leverage technical security measures, monitoring, and encryption. Enhance security of your applications, data, and business operations. Leverage technical security measures, monitoring, access control, and encryption.



- Data loss prevention

SAP Digital Rights Management application by NextLabs – Persistent data protection

SAP Dynamic Authorization Management application by NextLabs – Fine-grained access control for business applications and data

Build trust:

Ensure your data is protected even after it has left the four walls of your enterprise. Implement data loss prevention solutions to encrypt sensitive data downloaded from business applications.

Four pillars for effective data protection

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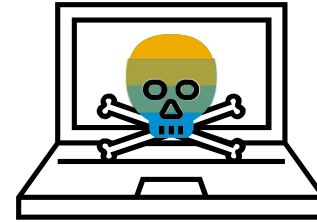
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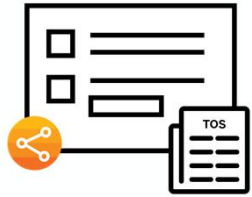
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Customer preference and consent management: How SAP solutions can help

Be transparent, gain loyal customers, and protect your business



Privacy by design
Identity and consent
capture



Self-service preference
and consent



Preference and consent
management; orchestration and
governance

Consent collection and agreement

- § Displays clear terms of services, privacy policies, and explicit consent where required; triggers consent renewal with change of business policies or regulation
- § Triggers registration and login at point of subscription; detects age to prevent registration by children

Build customer trust:

Transparency in how personal data is collected and used

Preference center

- § Enables the viewing and modification of profile, preferences, and consent data
- § Provides mechanisms to withdraw consent and to freeze or delete account
- § Allows downloading of personal data, preferences, and consent data

Increase customer loyalty:

Self-service control of customers' profiles, preferences, and consent data while meeting GDPR requirements

Audit-ready vault and orchestration

- § Allows quickly obtaining consent history in the event of an audit, including renewal records of terms of service, privacy policies agreements, and consent for marketing communication activities
- § Synchronizes profile, preferences, and consent data to downstream marketing, sales, and services applications

Improve audit-readiness:

Maintenance of accurate customer profiles, preferences, and consent data across marketing, sales, and services applications

SAP Data Privacy Governance

Benefits and capabilities

Benefits

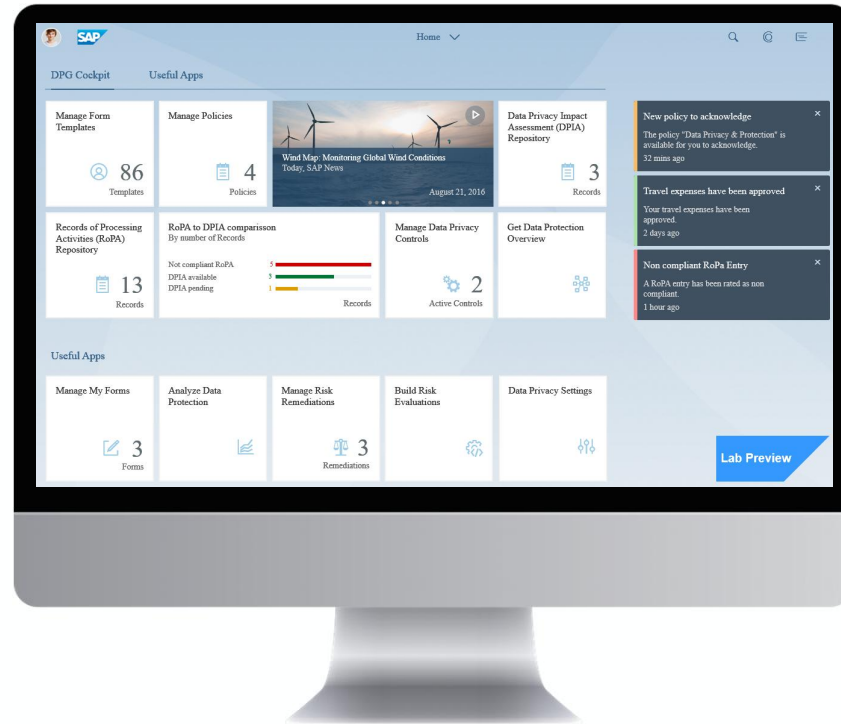
One Cockpit as single Entry Point for all Data Protection and Privacy tasks and monitoring

No installation requirements other than a web browser

Better user experience with personalized information and graphical views

Delivered configuration and content to make implementation fast and easy

Available on a subscription basis



Capabilities

Targeted GDPR solution based on SAP Cloud Platform

Intuitive user interface design on SAP Fiori user experience

Out-of-the-box support for gathering and reporting records of processing activities as required by the GDPR Article 30

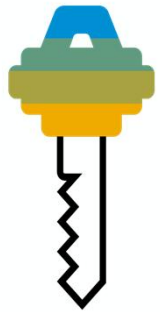
Includes SAP Policy Manager for the data protection and privacy lifecycle

Summary



Business value of SAP solutions for Data Protection and Privacy

Keys to Data Protection and Privacy ROI

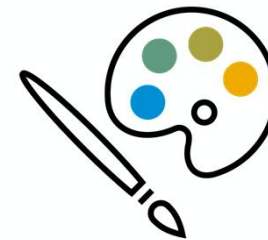


- Help avoid the **large fines** associated with GDPR and other regulations
- Streamline and **automate processes** to help reduce compliance costs (*not* just for GDPR)
- Establish good **data governance** focused first on areas of highest risk
- § Utilize **existing** SAP platform **investments**
- § Access a consistent **toolset** with comprehensive capabilities for GDPR and beyond



Protect value

- § Respect laws and regulations
- § Reduce losses
- § Improve governance and internal controls
- § Reduce organizational and individual risk



Create value

- § Improve overall management
- § Release maintenance budget for development and innovation
- § Enhance reputation and brand image
- § Serve as a catalyst for digital transformation

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Thank you.

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Appendix: More Information for Data Protection & Privacy



Opening DPP Questions and some Solution Answers



Operations

- **Where is your personal data?**
 - Locate data in SAP and non-SAP systems – IS & DS
 - Risk of data (DPIA) & owners - PC
- **Retention, block, delete, collect data?**
 - Retention, block, delete SAP systems – ILM, OpenText
 - Collect data – IS & DS, HANA, MDG
- **Business processes register?**
 - Processes, linked data, risk, owners – PC or DPG
 - Linked purpose, lawful processing – PC or DPG
- **Business Security?**
 - Data Access – AC, DAM, UI tools
 - Monitoring, investigation – ETD, DAM, UI
 - Data breaches – PC and ETD



Data protection officer

- **Who is accountable?**
 - Document roles and responsibilities of personal data & processes owners, approvals - PC
 - Inform and advise organisation, employees, 3rd parties about GDPR - PC
- **Duties, transfers of data in/out of the EU?**
 - Evidence of organisational compliance with the 6 principles, duties of a processor and controller, data transfer out the EU - PC
- **Reports on processing activities**
 - Maintain records of processing activities, ready for the supervising authority – PC
 - Internal breach reporting procedures – ETD, DAM, UI tools, PC



Governance

GDPR policies and procedures

- Develop and maintain GDPR policy, codes, privacy notices (esp. children) - PC

GDPR rolled out?

- Perform DPIA as appropriate, by design and default – PC
- Regularly test, assess, evaluate effectiveness of technical + organizational measures for processing security - PC
- Data breaches managed and remediated – PC, ETD, DAM, UI tool
- Impact of regulatory changes e.g. WP29, ePrivacy directive (PECR revision) - PC

Third party contracts?

- Governance of binding corporate rules, standard data protection clauses – PC

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Q&A

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