



# **SAP SuccessFactors**

## **The New Age of Data Protection: How It Impacts You -- and How SAP Helps**

PUBLIC

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SAP SuccessFactors  
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**THE BEST RUN** 

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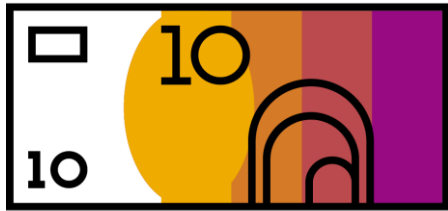
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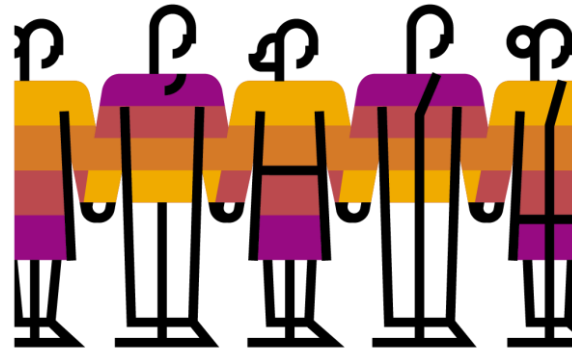
It is the customer's responsibility to adopt measures that the customer deems appropriate to achieve compliance.

# Security is more important than ever for business



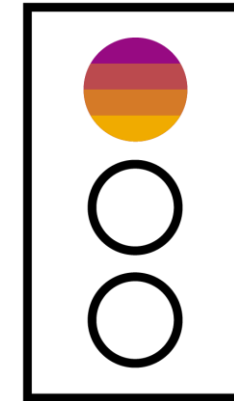
**\$600 billion**

lost to cybercrime each year <sup>1</sup>



**3.6 million**

unfilled cybersecurity jobs in  
2022<sup>2</sup>



**85%**

of consumers will not do  
business with a company if they  
have concerns about its security  
practices<sup>3</sup>

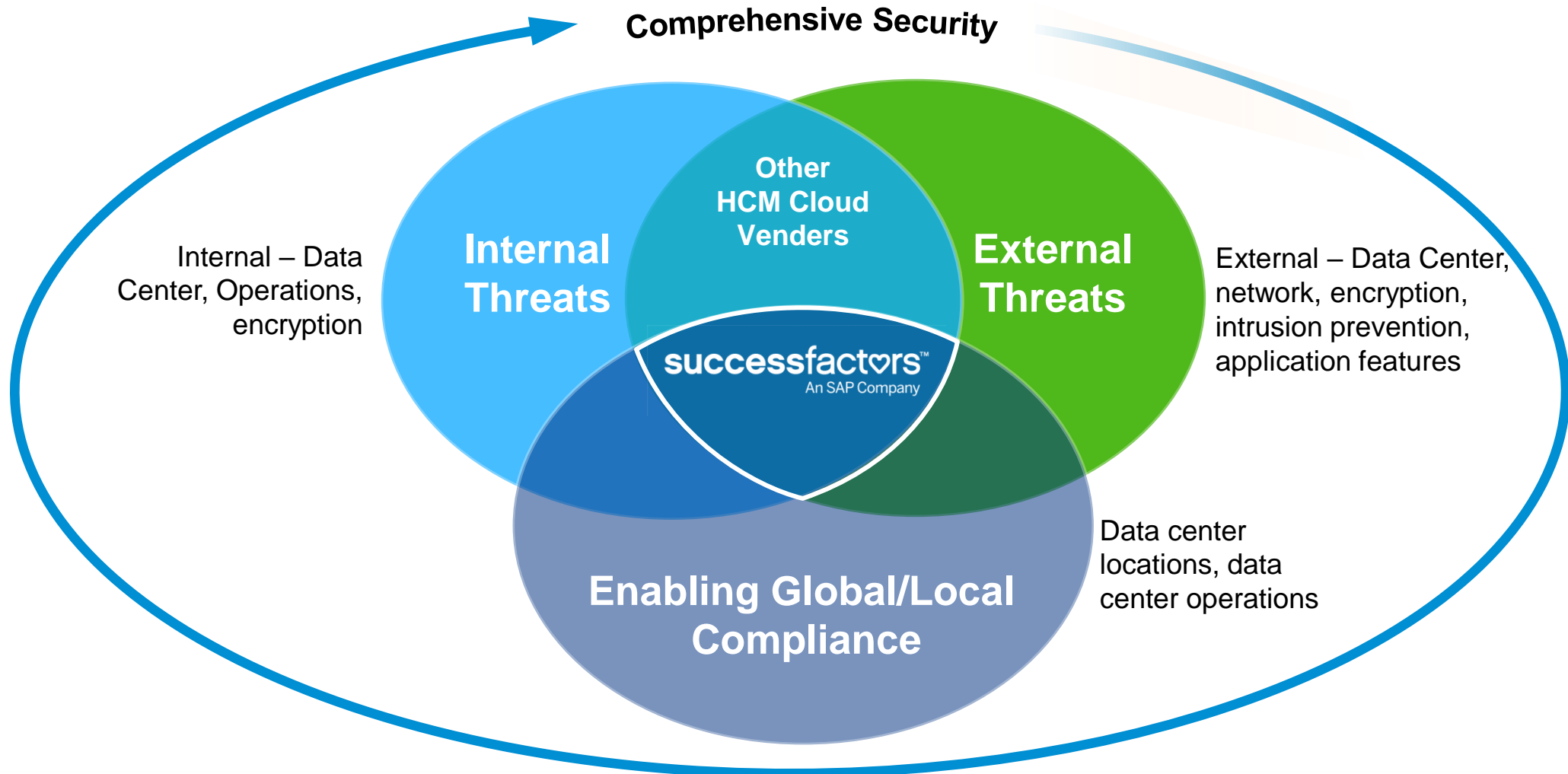
1: Economic Impact of Cybercrime— No Slowing Down, McAfee 2021, 2: Cybersecurity Ventures report 2021, 3: PwC US Protect.me Survey 2021

# Cost of Non-Compliance : reputational, legal, financial,...



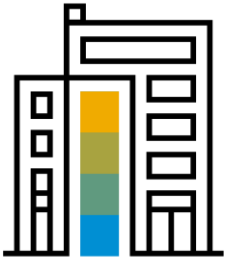
**85 %** of consumers will not do business with a company if they have concerns about its security practices<sup>1</sup>

# Considerations when choosing an HCM cloud vendor



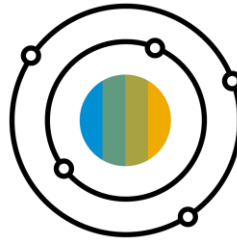
# Unparalleled Data Protection with SAP SuccessFactors

Defense-in-Depth approach provides multilayered defense at all touchpoints in the information flow



## Physical

- 18 global data centers in 8 countries and 5 continents to support data residency and redundancy needs
- Bulletproof walls; closed-circuit cameras; card-key, biometric, and ID-badge systems
- ANSI/TIAEIA-942 Tier III + facilities



## Network

- Perimeter protection firewalls
- Intrusion detection
- Regularly scheduled infrastructure scans



## Application

- Multitenant architecture
- Role-based permissions
- Single sign-on
- Activity monitoring
- Multiple encryptions

# Data Protection and Privacy

Data privacy is more than just the General Data Protection Regulation (GDPR)

- Continued explosion of data protection and privacy regulations across the globe
- Multitude of features and solutions built by SAP SuccessFactors
- 2000+ security, compliance & localization experts on staff



**Australia**

National Privacy Principals, State Privacy Bills, E-mail Spam and Privacy Bills



**Chile**

Law for the Protection of Private Life



**India**

IT Rules (2011); Pending laws under discussion



**Russia**

Russia Data Privacy regulations  
Cryptographic enforcements



**USA federal**

Privacy Shield, US Patriotic Act, Others Federal and State Laws



**Brazil**

Article 5 of Constitution



**Colombia**

Data Privacy Law 1266



**Mexico**

Personal Data Protection Law



**South Africa**

Electronic Communications and Transactions Act



**CALIFORNIA REPUBLIC**



**Canada**

PIPEDA, FOIPPA, PIPA



**European Union**

EU Data Protection Directive  
General Data Protection Regulations



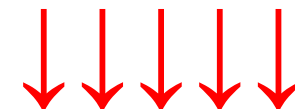
**New Zealand**

Privacy Act



**United Kingdom**

ICO Privacy and Electronic Communications Regulations



Over 100 different jurisdictions with 450+ data privacy laws and counting.

And now California, Connecticut, Utah, Colorado & Virginia.

# GDPR

Protects fundamental rights related to the processing of personal data

## Individual rights

...to be informed

...of access

...to rectification

...to erasure (to be forgotten)

...to restrict processing

...to data portability

...to object

auto. decisions and profiling

## Lawful processing always requires legal permission

Consent

Contract

Legal obligation

Vital interest

Public interest

Legitimate interest

Personal data  
Sensitive personal data



# Secure Your Organization

## Right Laws

- ❑ Do not assume immunity
- ❑ Location not determining factor
- ❑ Specialized counsel
- ❑ Multi-team environment
- ❑ Will need audit or review

## Right Mindset

- ❑ DP by design
- ❑ Clear leadership understanding & commitment
- ❑ Good for business
- ❑ Better data = insight & productivity
- ❑ Communication & training to all

## Right Org Structure

- ❑ DP is everyone's duty
- ❑ Data Protection Officer
- ❑ Clear lines of reporting & responsibility
- ❑ Capable staff must know where data housed, map flow in & out of organization

## Right Tools

- ❑ Technology can assure compliance, efficiency & ease
- ❑ HCM must search, store, audit, process, track and manage data
- ❑ HCM must integrate with all HR solutions
- ❑ HCM must be localized in all countries or regions & must update laws

# How SAP SuccessFactors helps



# Data protection and privacy features in SAP SuccessFactors solutions

## Features built into SAP SuccessFactors products

### Data purge:

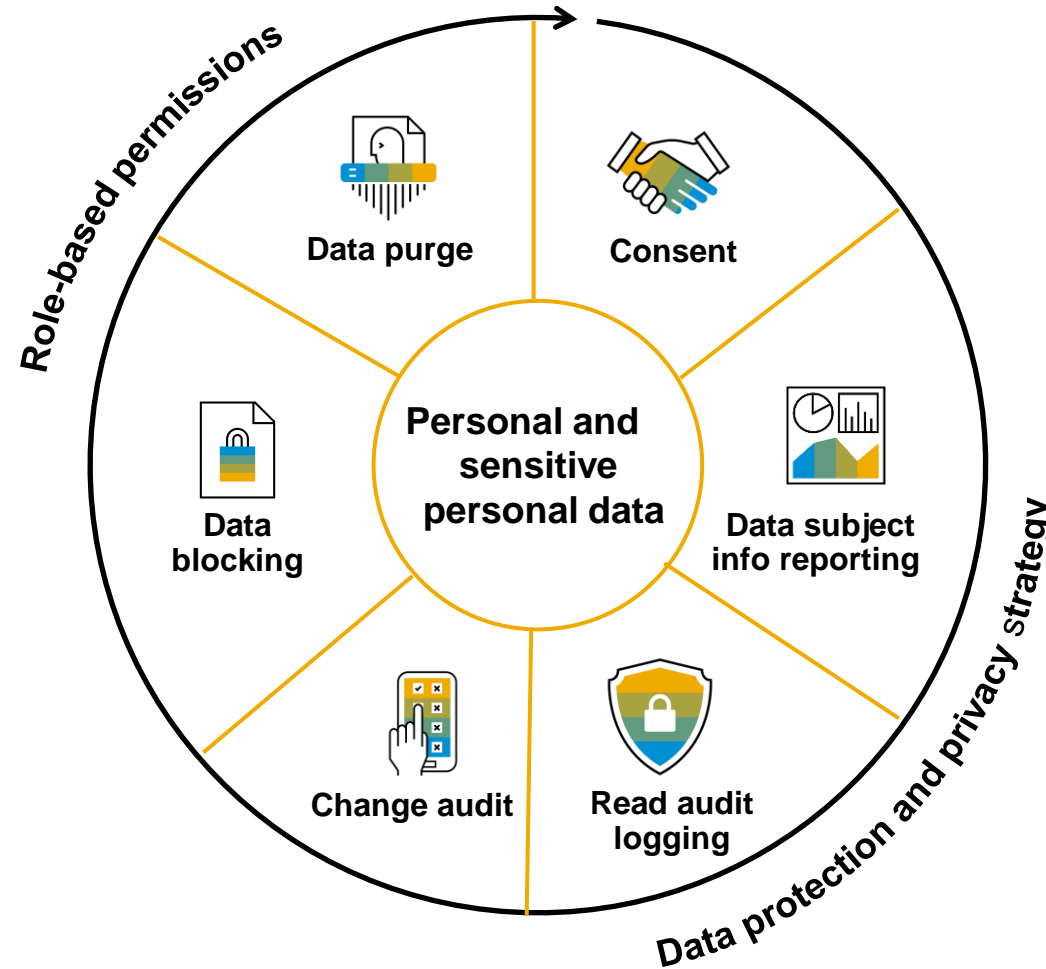
Configure data retention rules, and permanently delete personal data from SAP SuccessFactors solutions

### Data blocking:

Limit access to historical data within SAP SuccessFactors Employee Central

### Change audit:

Manage, record, and report on personal data changes across most SAP SuccessFactors solutions



### Consent

Configure and manage consent statements as well as their acceptance where needed

### Data subject info reporting

Generate a data subject report containing all the data subject's personal data available in SAP SuccessFactors solutions

### Read audit logging

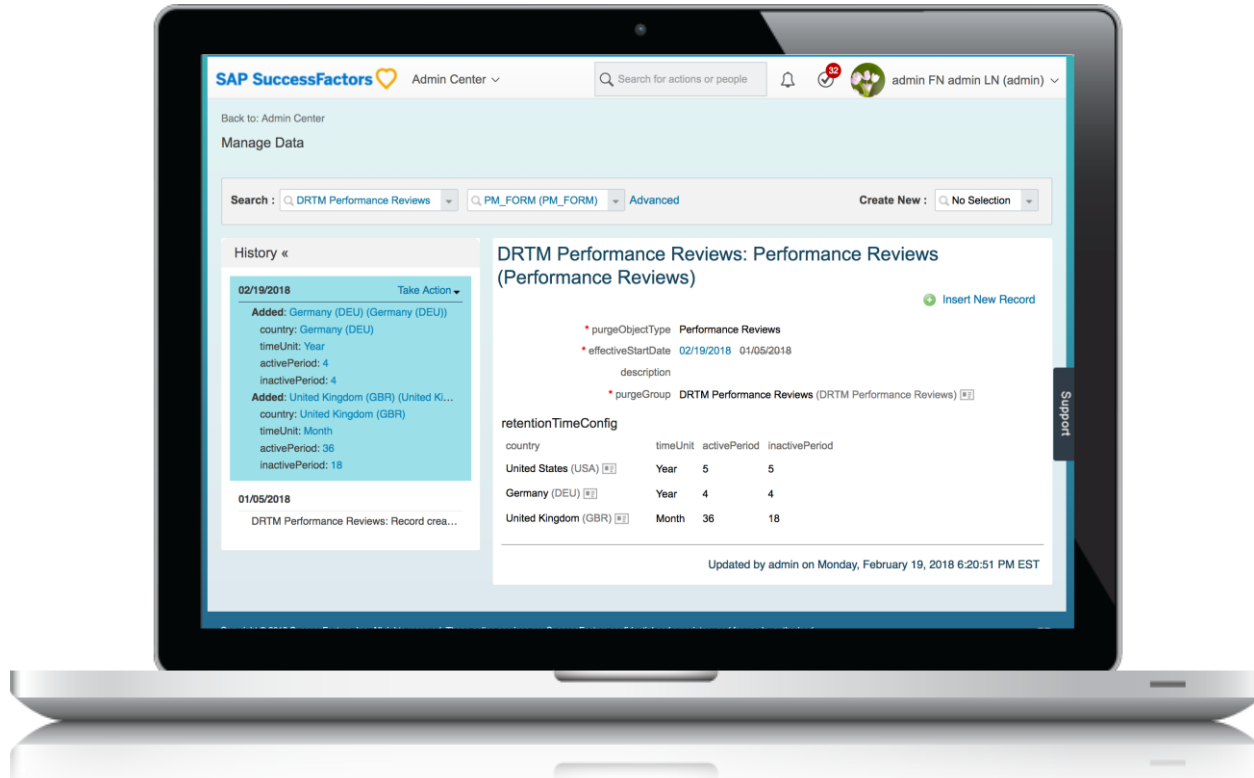
Allows customers to log read access to sensitive data fields

# Data Purge



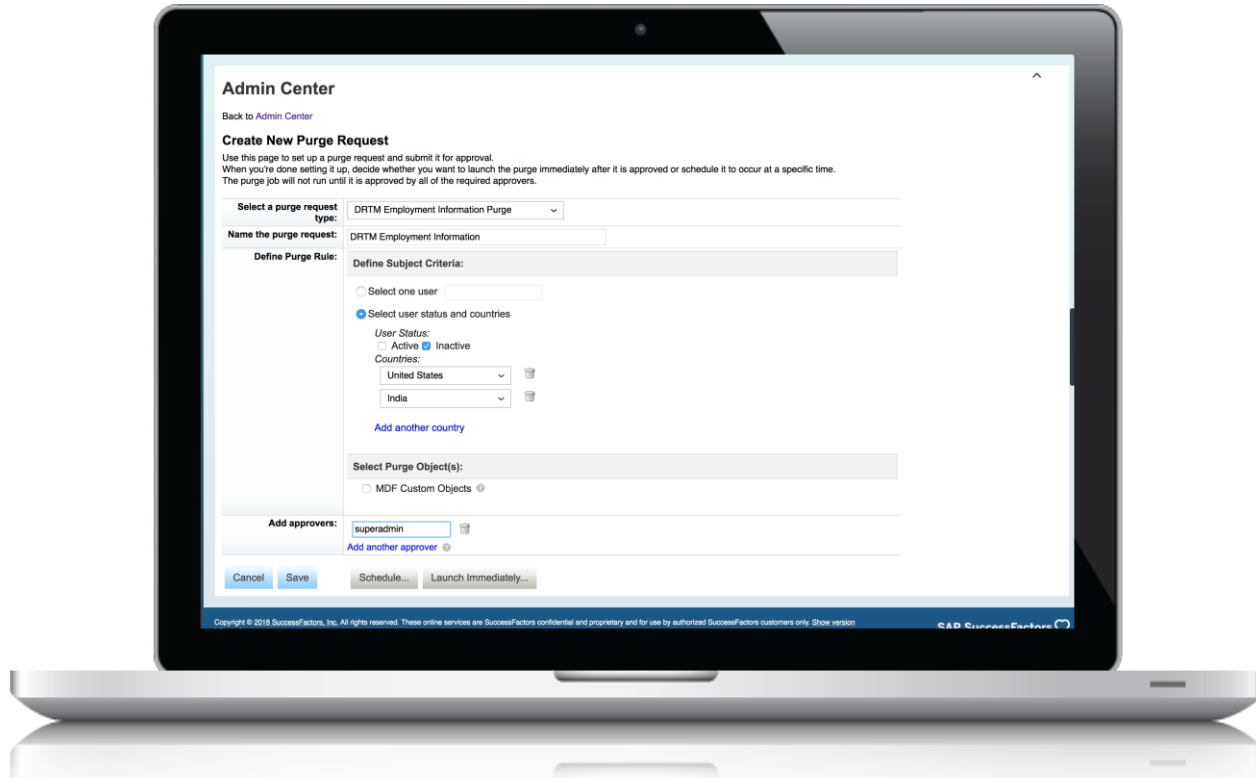
# Data Purge

## Configure Country-Specific Retention Times



- Supports good business practices of removing personal data when it is no longer needed
- Allows you to define country-specific retention times that provide the boundaries for data purges
- Note that when you purge data you permanently delete the data and it cannot be retrieved later.

# Create and Schedule Data Purge Request



- Restrict access to who can create and approve purge requests
- Schedule report or launch immediately following approval
- Approvers receive a preview report to help determine whether to approve or decline the request
- When the purge job completes, requestors and approvers can use the final purge report to confirm the successful purge of each record

# Data Blocking



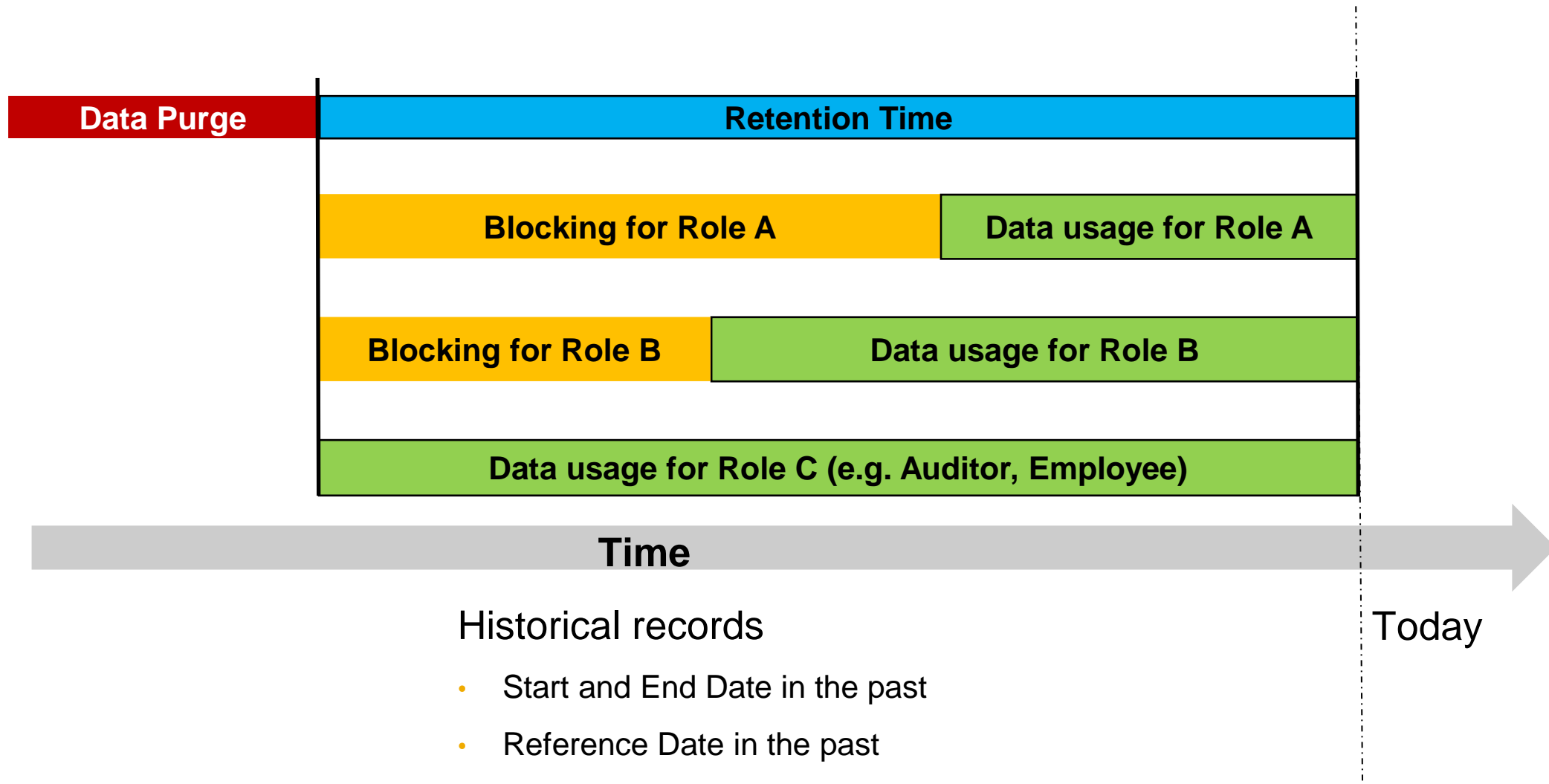
# Data Blocking

- Data privacy best practice is to limit access to personal data to those who need to see it. Different roles may have a different need-to-know requirement
- Data blocking allows you to restrict access to historical, personal data that is within a retention period and therefore still in the system
- You can grant one role access to the data, while blocking access for another role
- Data Blocking is supported in Employee Central and Reporting. In other modules, all roles need access to all historical data





# Data Blocking – Concepts



# Example of Data Blocking in Use

- Without an access period defined for data blocking, the first role can access all historical Dependents records.
- With an access period defined for 3 months, the second role can only see the current Dependents record.

The image displays two side-by-side screenshots of the SAP 'Dependents Changes' interface, illustrating data blocking based on an access period.

**Top Screenshot (Role 1):** This role has no access period defined. The 'Change History' table shows two records: 'Nov 1, 2017' and 'Jan 1, 2017'. Both records are highlighted with a yellow circle containing the number '1'. The 'Dependents Changes' panel shows details for the selected record, including the name 'Rob Aberts' and relationship 'Divorced Spouse'.

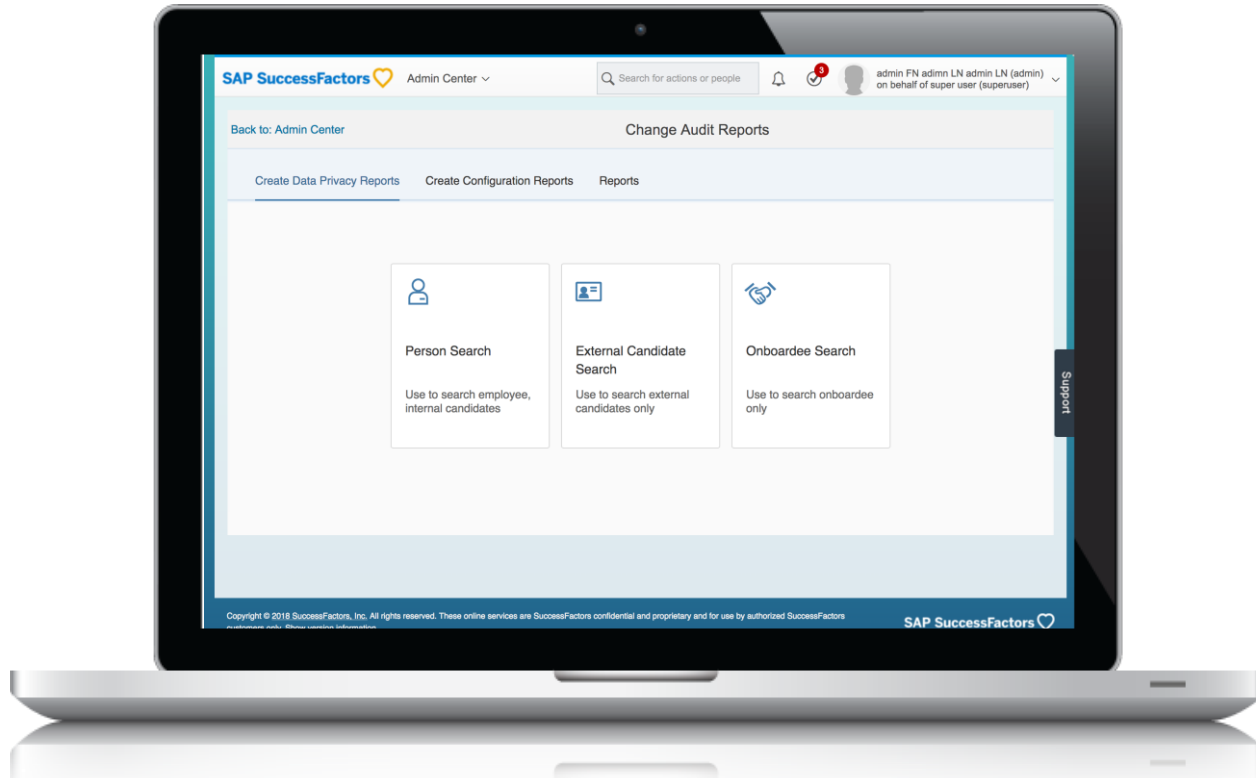
**Bottom Screenshot (Role 2):** This role has an access period defined for 3 months. The 'Change History' table shows two records: 'Nov 1, 2017' and 'Jan 1, 2017'. Only the 'Nov 1, 2017' record is highlighted with a yellow circle containing the number '2', indicating that only the current record is visible. The 'Dependents Changes' panel shows details for the selected record, including the name 'Rob Aberts' and relationship 'Divorced Spouse'.

# Change **Audit**



# Create Change Audit Report

## Report on personal data changes across SuccessFactors applications



### Create Data Privacy Reports

Activity:

Change On Subject User

Change By User

Person:

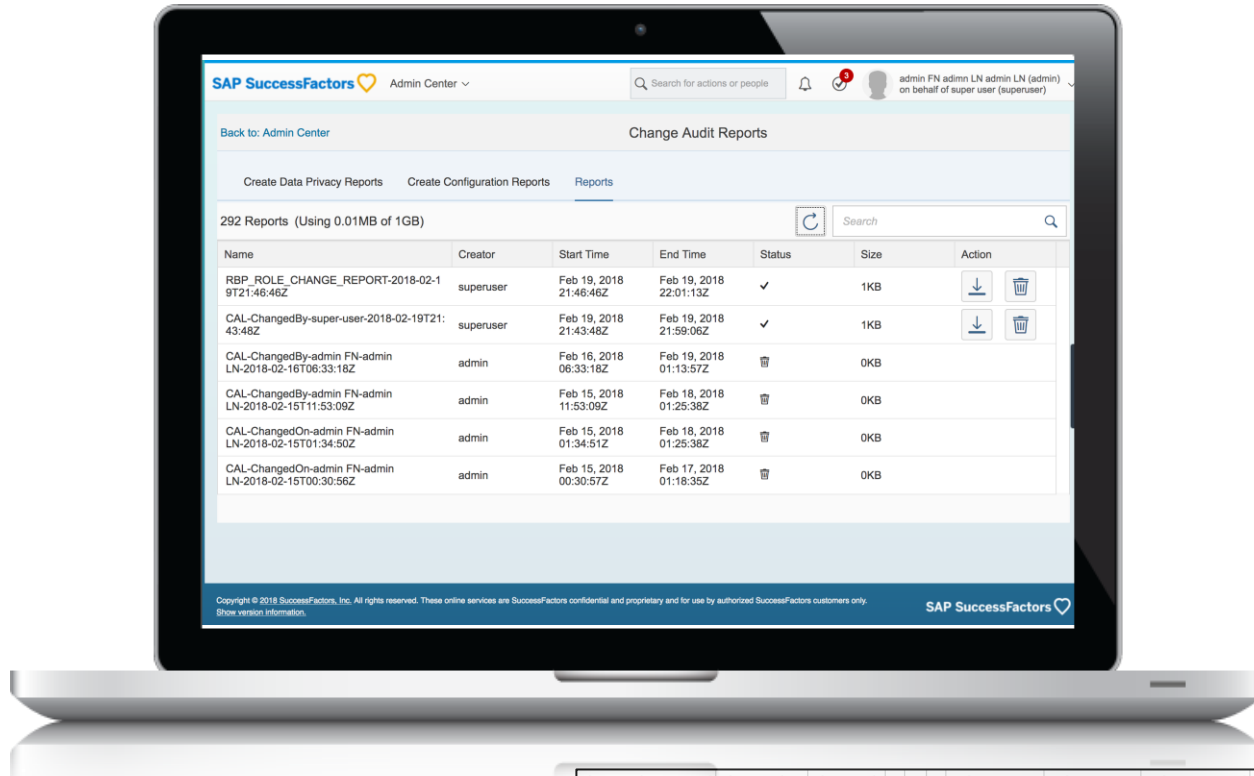
Modules:

Functional Areas:

Time Range:

# Manage and Download Change Audit Reports

## Check report availability and download



Changed By User	Changed By	Changed E	Pr	Pr	Pr	Subject User	Subject User	Subject User	(	Module	Functiona	F	Field Name	Old Value	New Value	Operation	Timestamp	Effective	Effective Sequence
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name		test1	I	2018-02-13T09:52:26		0
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name	10861	I	2018-02-13T09:52:26		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name	test1	I	2018-02-13T09:52:27		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name	10862	I	2018-02-13T09:52:27		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name	test1	I	2018-02-13T09:52:27		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name	10863	I	2018-02-13T09:52:27		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name	test1	I	2018-02-13T09:52:27		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Attachment	10864	I	2018-02-13T09:52:27		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name	test1	I	2018-02-13T09:52:27		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Attachment	10865	I	2018-02-13T09:52:27		0	
admin FN	admin LN	admin				admin FN	admin LN	admin		Employee Custom Back	Documents/Attachment		Documents/Document Name	test1	I	2018-02-13T09:52:27		0	

# Consent Management



# Consent

## Manage consent as grounds for legal processing

The screenshot shows the SAP Careers 'Create an Account' form. The form includes the following fields and options:

- Navigation: SAP Careers home, SAP employees, Join our talent community
- Section: Career Opportunities: Create an Account
- Text: Already a registered user? [Please sign in](#). Login credentials are case sensitive
- Fields: \*Email Address, \*Retype Email Address, \*Choose Password, \*Retype Password, \*First Name, \*Last Name, \*Country of Residence (dropdown menu)
- Options: \*Make My Profile Visible to (radio buttons for: Any company recruiter worldwide, Any company recruiter in my country of residence, Only recruiters managing jobs I apply to)
- Notification: (checkboxes for: Receive new job posting notifications, Hear more about career opportunities)
- Terms of Use: \*Terms of Use [Read and accept the data privacy statement.](#)
- Button: Create Account

The dialog box is titled 'Data Privacy Consent Statement' and contains the following content:

- Section: SAP Privacy Statement – Careers at SAP
- Text: This notice ("Notice") will provide you with information on our data processing activities with respect to certain personal data about you when accessing the SAP Recruiting System ("the Portal") to (i) create an account in the Portal inter alia used to store your application data and/or (ii) to apply for a job offering of an entity belonging to the SAP Group ("SAP" or "we") - a list of SAP entities can be found [here](#), while the relevant entity is indicated with specific job offering. The Notice considers the rights and obligations set forth in the EU General Data Protection Regulation (Regulation (EU) 2016/679, "GDPR")
- Section: SUMMARY OF DATA PROCESSING NOTICE FOR
- Buttons: Accept, Decline, Print

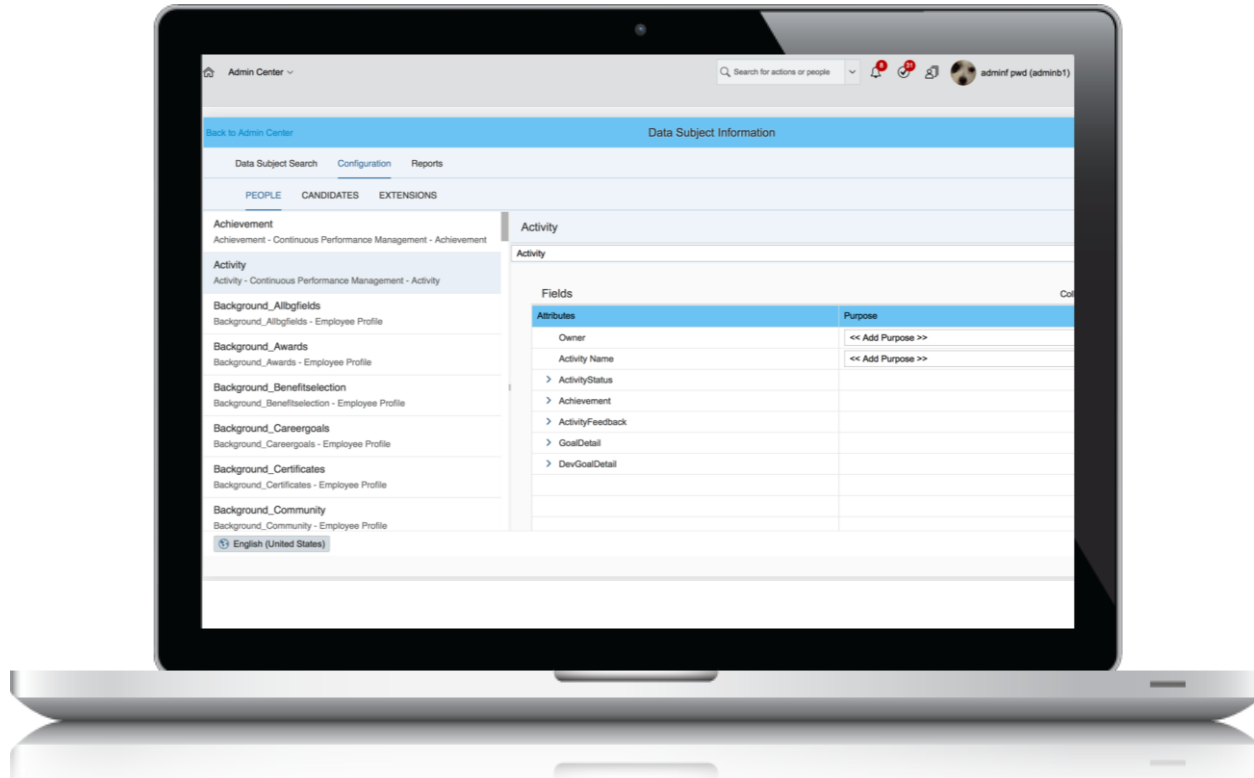
# Data subject information report





# Configure Data Subject Info Report

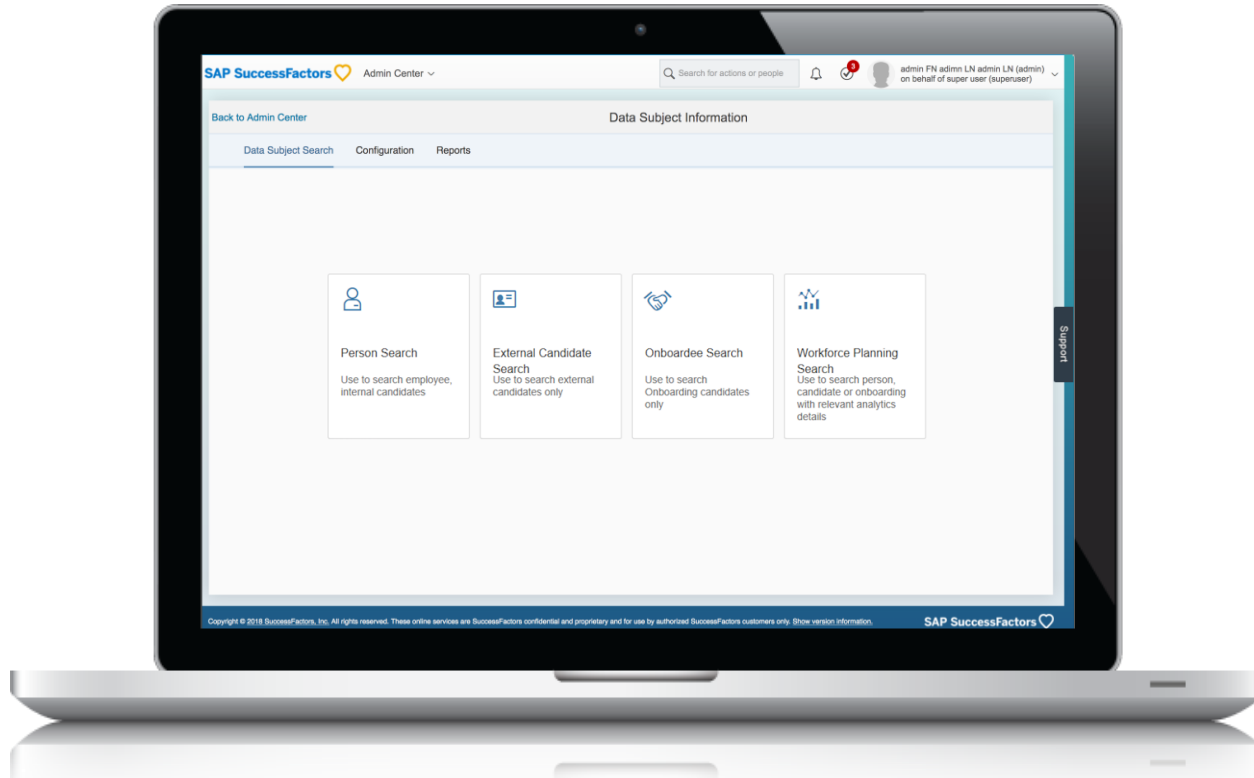
Report on a data subject's personal data across SuccessFactors applications



- One stop shop to specify which data elements you want to include in the report from each area of SAP SuccessFactors
- Configure data purpose to be included for additional context in the report output

# Create Data Subject Info Report

Report on a data subject's personal data across SuccessFactors applications



Search Person

Generate Report Cancel

Search External Candidate

First Name

Middle Name

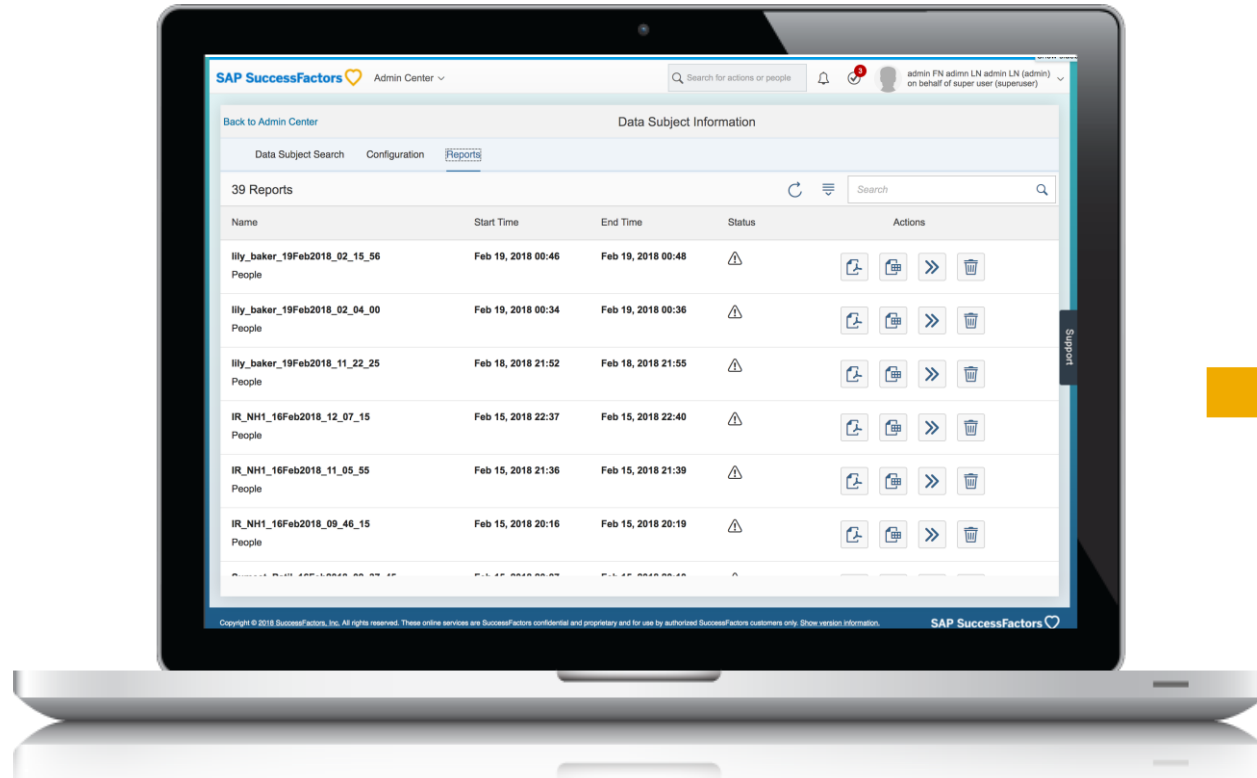
Last Name

Search Cancel

A **single report** is generated for integrated SuccessFactors instances, which pulls data from Employee Central, Recruiting Candidate Management, Learning, Talent, Onboarding and Workforce Analytics.

# Download Data Subject Info Report

## Check report availability and download



## Example report output

Data Field Name	Field Value	Data Purpose Category
<b>Employee Central</b>		
<b>Biographical Information</b>		
Supporting Communication with Authorities		
Country Of Birth	AUS	Supporting Communication with Authorities
Date Of Birth	1972-02-01 00:00:00.0	Supporting Communication with Authorities
Person Id	67	Supporting Communication with Authorities
Place Of Birth	Austria	Supporting Communication with Authorities
Region Of Birth		Supporting Communication with Authorities
Custom date1	2018-02-05 00:00:00.0	Supporting Communication with Authorities
<b>Email Information</b>		
Email Information - 1		
Email Address	bsiness@business.com	Supporting Communication with Authorities
Email Type	Business	Supporting Communication with Authorities
Is Primary	true	Supporting Communication with Authorities
Custom date1	2018-02-07 00:00:00.0	Supporting Communication with Authorities
<b>National ID Information</b>		
National ID Information - 1		
National Id Card Type	ssn	Supporting Communication with Authorities
Territory		
territory Name	United States	Supporting Communication with Authorities
Is Primary	true	Supporting Communication with Authorities
National Id	784-58-5458	Supporting Communication with Authorities
<b>Personal Information</b>		
Personal Information - 1		
First Name	Mary	Supporting Communication with Authorities
Formal Name	Mary Smith	Supporting Communication with Authorities
Gender	F	Supporting Communication with Authorities
Last Name	Smith	Supporting Communication with Authorities
Marital Status	Divorced	Supporting Communication with Authorities
Middle Name		Supporting Communication with Authorities

Ability to download the report in PDF or CSV format

# SAP SuccessFactors Data Protection and Privacy Features

## Summary by Product Area

Feature	Talent Management	Employee Central	Employee Central Payroll	Platform	Learning	Onboarding	Recruiting Management	Recruiting Marketing	Recruiting Posting	Reporting	Workforce Analytics
Data Purge	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A
Data Subject Info	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	✓
Data Blocking	N/A	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	✓	N/A
Consent	✓	N/A	N/A	N/A	✓	✓	✓	✓	✓	N/A	N/A
Change Audit	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A
Read Audit	✓	✓	✓	✓	N/A	✓	✓		N/A	N/A	N/A

N/A – This feature is not needed in the application due to requirements/use case non-applicability

N/A\* – This feature is not supported in the application. If you have included sensitive personal data in this application, you should consider removing it from the application data model

**Prerequisites: Role Based Permissions (RBP) and Metadata Framework (MDF)**

# Best Practices (Immediate) for Data Governance

- 1. GET RID OF PAPER DATA**
- 2. Single Point of Contact (i.e., Data Protection Officer)**
- 3. Form multidisciplinary team (IT, HR, DPO, Legal at a minimum)**
- 4. Know what you have (can't protect what you don't know)**
- 5. Insurance coverage – can you get it?**
- 6. Run practice drills for report of breach (remember insurance, public relations)**
- 7. Do what you say you are doing.**
- 8. Anonymize everything you can.**

**Respecting the privacy of people is  
good for business**

**SAP is ready for compliance  
challenges**

**SAP enables compliance –  
data protection and privacy is  
in our DNA**



# Thank you.

Contact information:

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