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

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SAP SuccessFactors
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THE BEST RUN **SAP**

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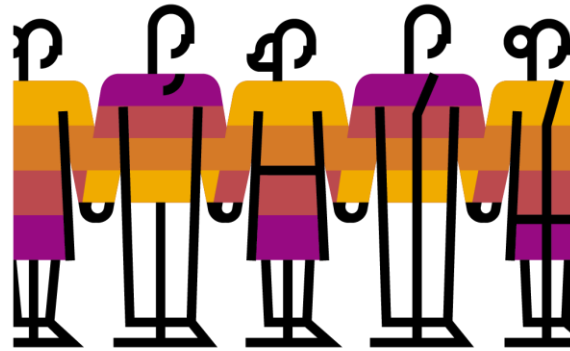
It is the customer's responsibility to adopt measures that the customer deems appropriate to achieve compliance.

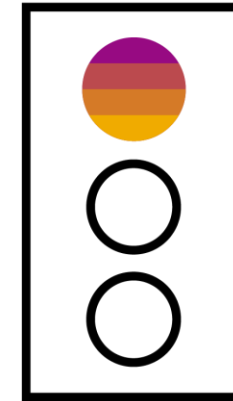# Security is more important than ever for business
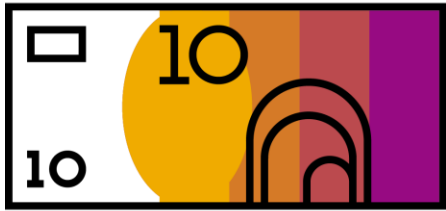
$600 billion

lost to cybercrime each year [1]

3.6 million

unfilled cybersecurity jobs by 2022[2]

85%

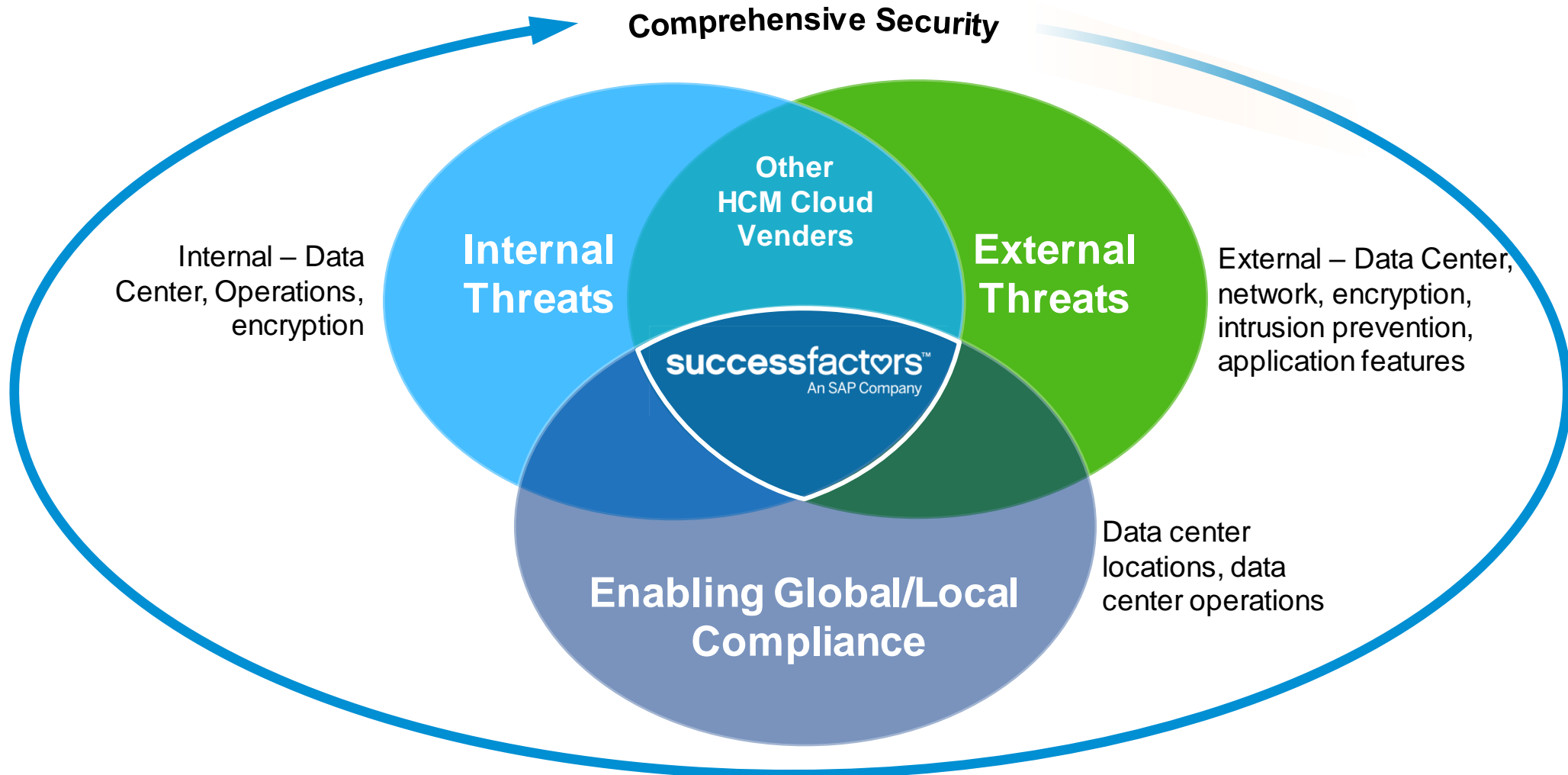of consumers will not do business with a company if they have concerns about its security practices[3]

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,…

Damage to Reputation

Bad Press

Loss of Trust

Civil & Criminal Litigation

Government Action

Agency Fines & Sanctions

Foregone Business Opportunities

85 % of consumers will not do business with a company if they have concerns about its security practices[1]

Considerations when choosing an HCM cloud vendor

Comprehensive Security

Other HCM Cloud Venders

Internal Threats

External Threats

successfactors™
An SAP Company

Enabling Global/Local Compliance

Internal – Data Center, Operations, encryption

External – Data Center, network, encryption, intrusion prevention, application features

Data center locations, data center operations

Unparalleled Data Protection with SAP SuccessFactors
Defense-in-Depth approach provides multilayered defense at all touchpoints in the information flow

Physical

- 14 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
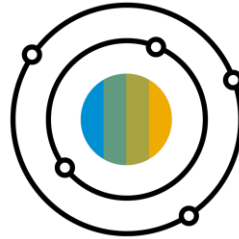
Network

- 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

California

Brazil
Article 5 of Constitution

Colombia
Data Privacy Law 1266

Mexico
Personal Data Protection Law

South Africa
Electronic Communications and Transactions Act

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, 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**
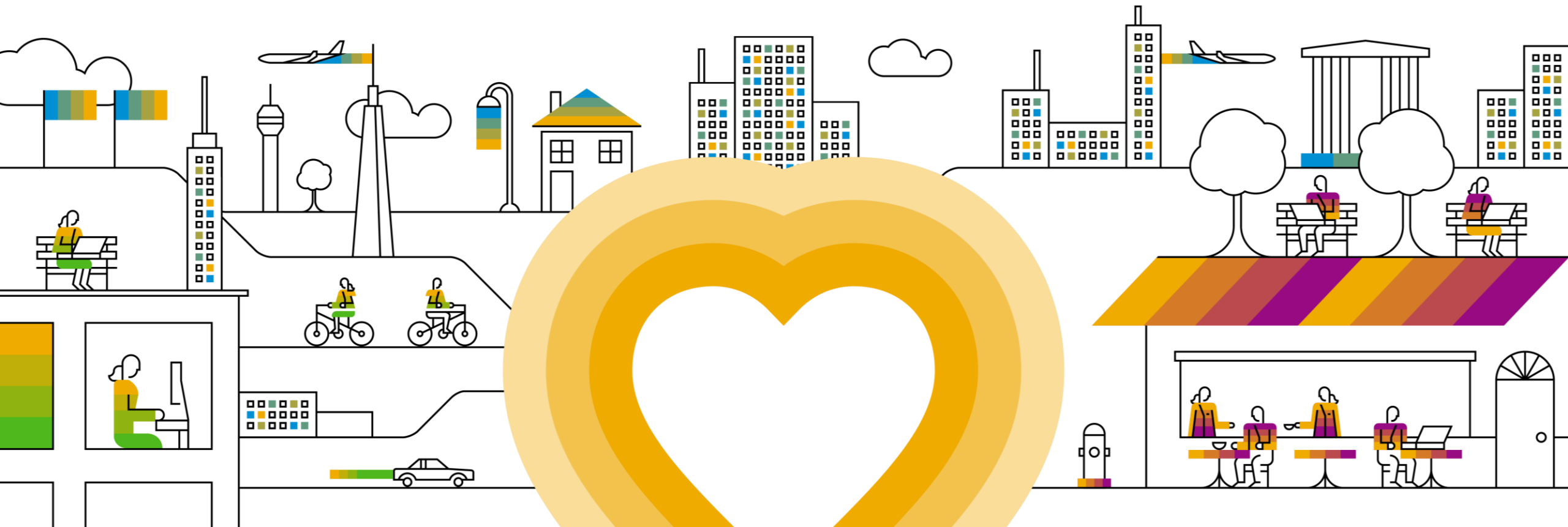
Data protection and privacy features in SAP SuccessFactors solutions

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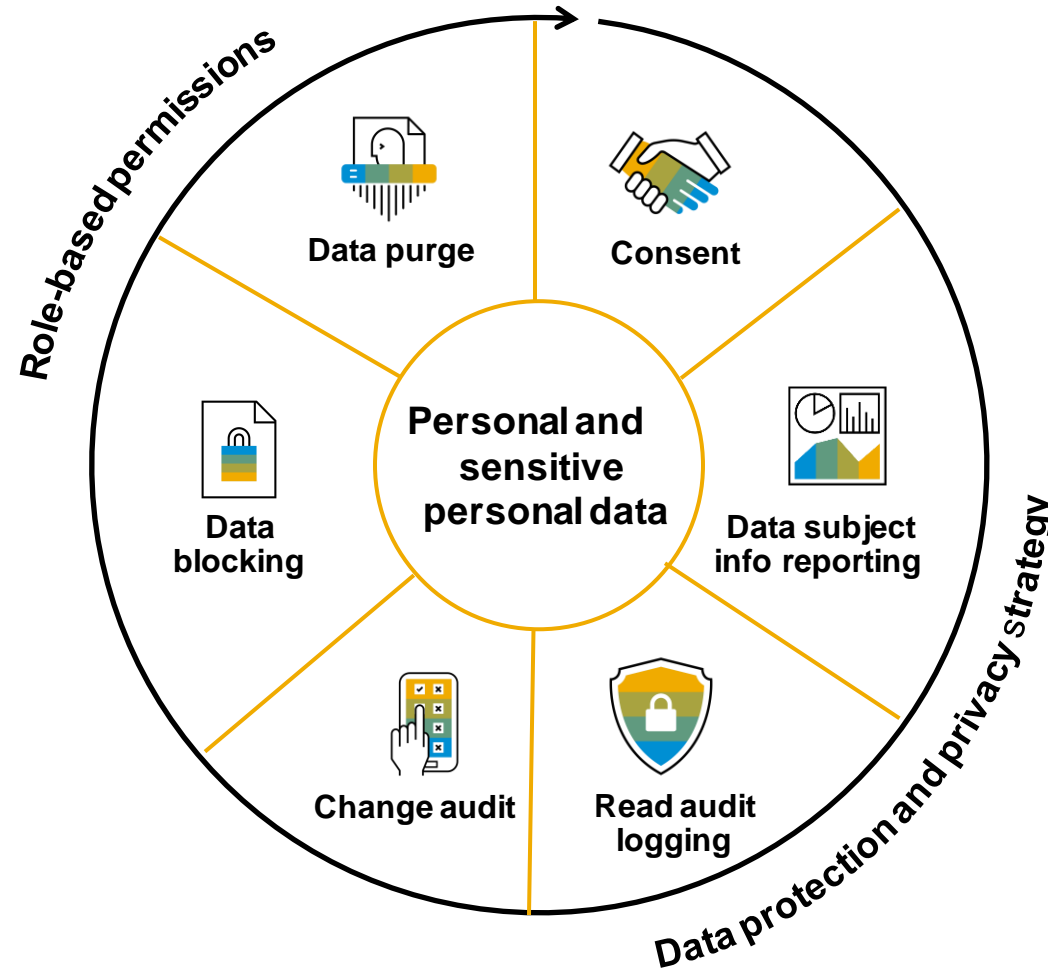
Consent
Configure and manage consent statements as well as their acceptance where needed

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

Role-based permissions

Data protection and privacy strategy

Personal and sensitive personal data

Data purge

Consent

Data blocking

Data subject info reporting

Change audit

Read audit logging

Data **Purge**

Data Purge
Configure Country-Specific Retention Times
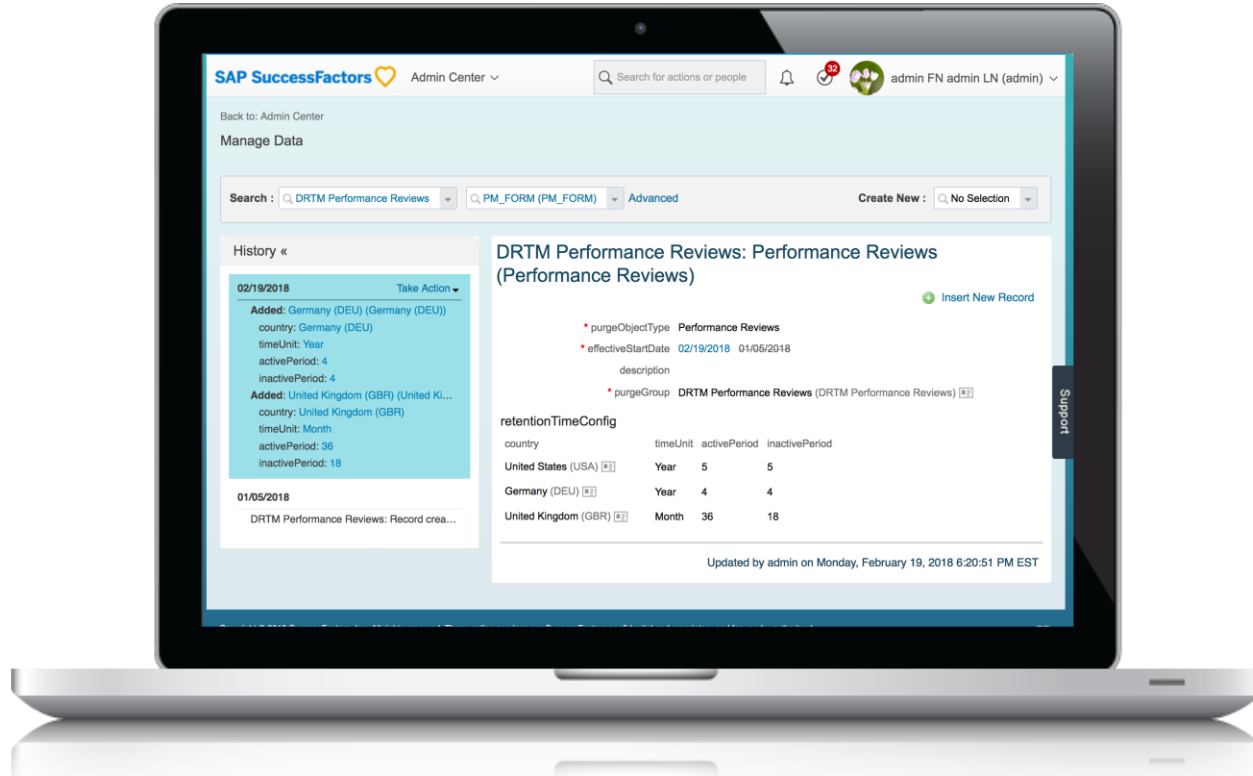
- Supports good business practices of removing personal data when it is no longer needed

- 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
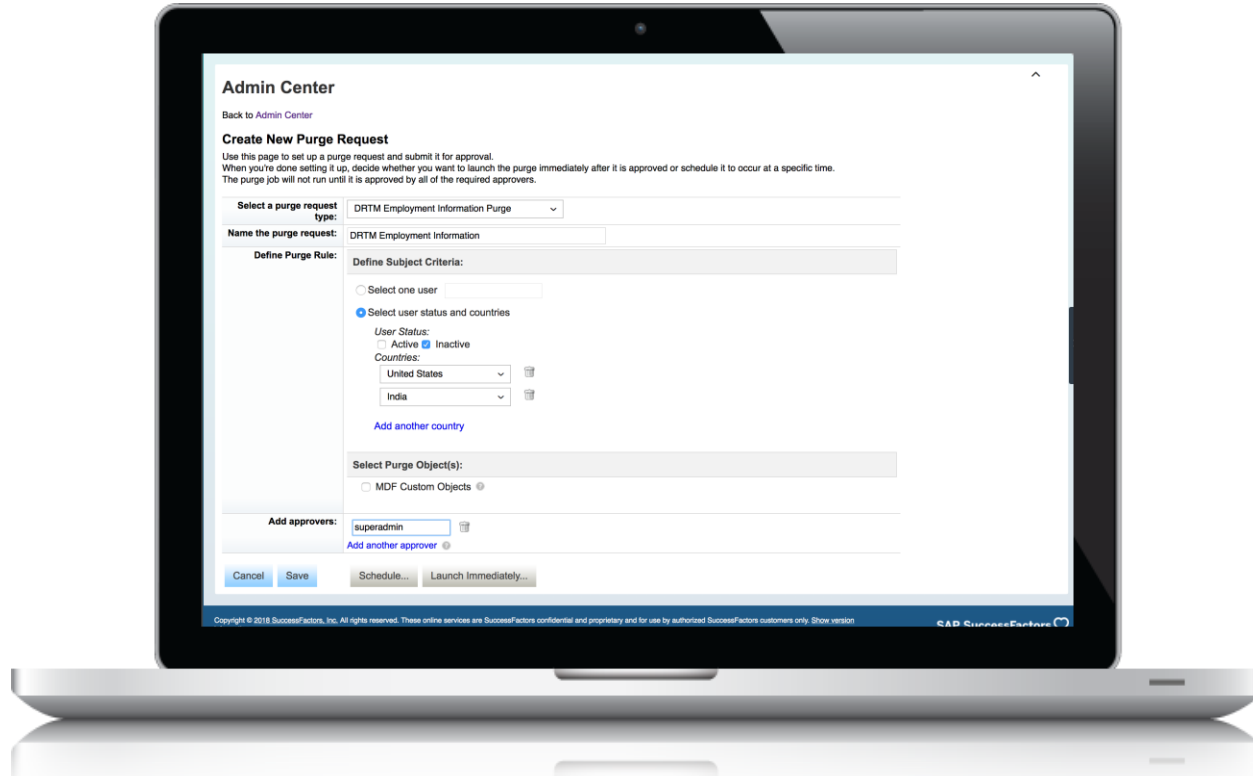
- Restrict access to who can create and approve purge requests

- 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

Data Purge	Retention Time	
	Blocking for Role A	**Data usage for Role A**
	Blocking for Role B	**Data usage for Role B**
	Data usage for Role C (e.g. Auditor, Employee)	

Time

Historical records

- Start and End Date in the past

- Reference Date in the past

Today
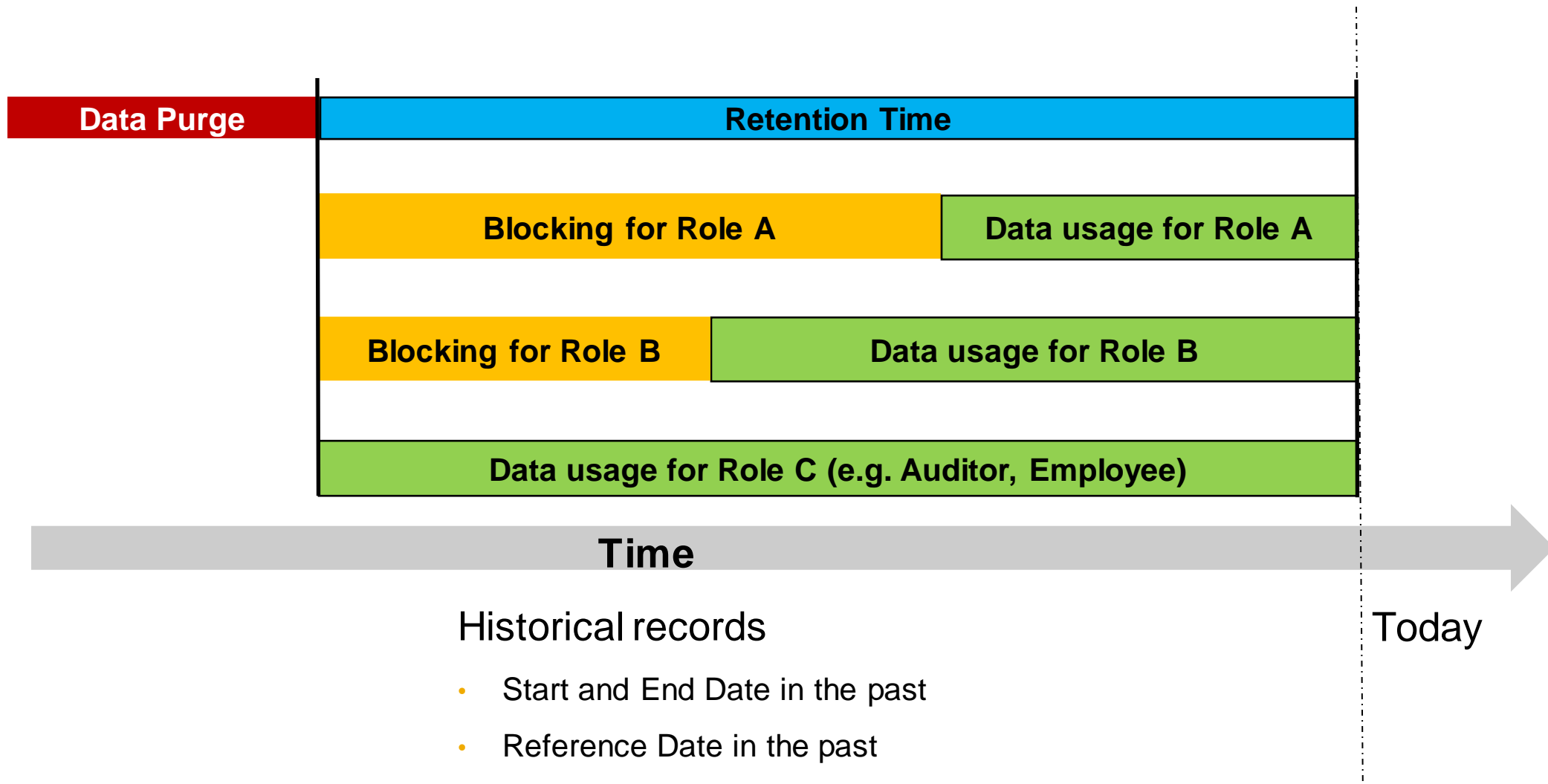
Example of Data Blocking in Use

- 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.

Change **Audit**

Create Change Audit Report
Report on personal data changes across SuccessFactors applications
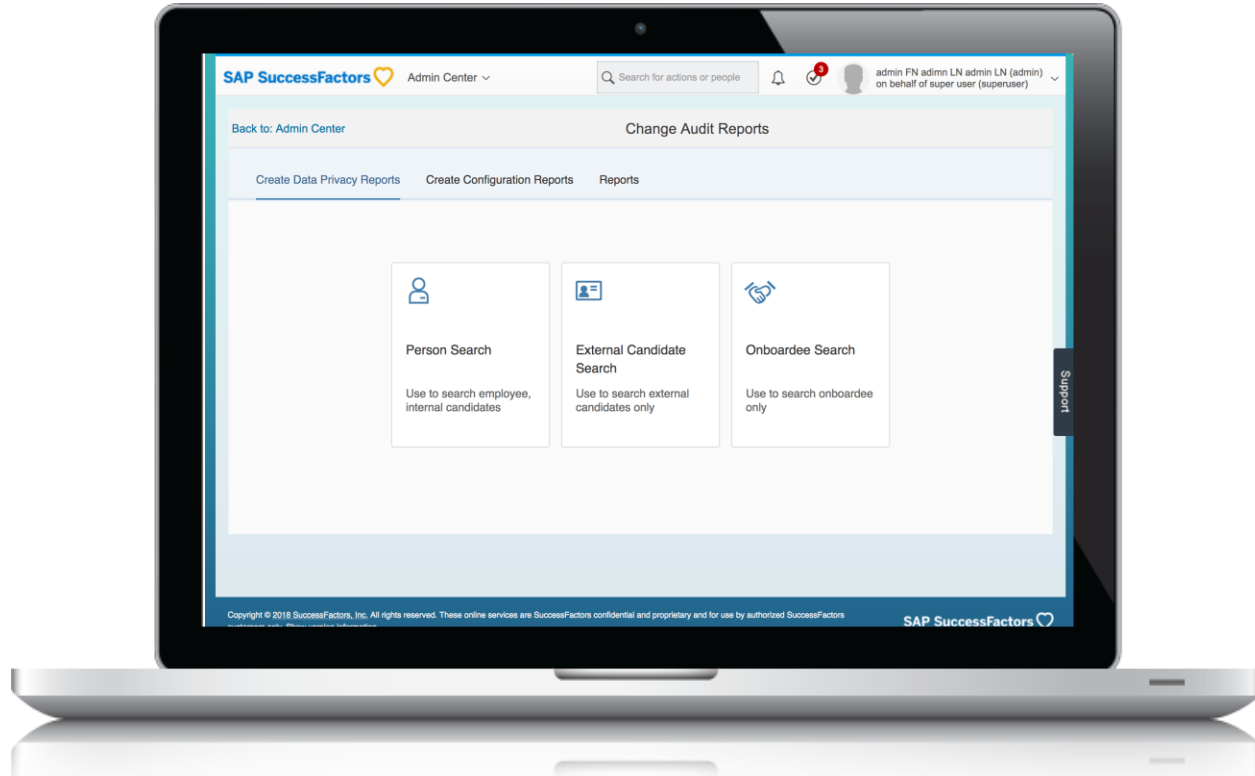
Manage and Download Change Audit Reports
Check report availability and download

Consent Management

Consent
Manage consent as grounds for legal processing
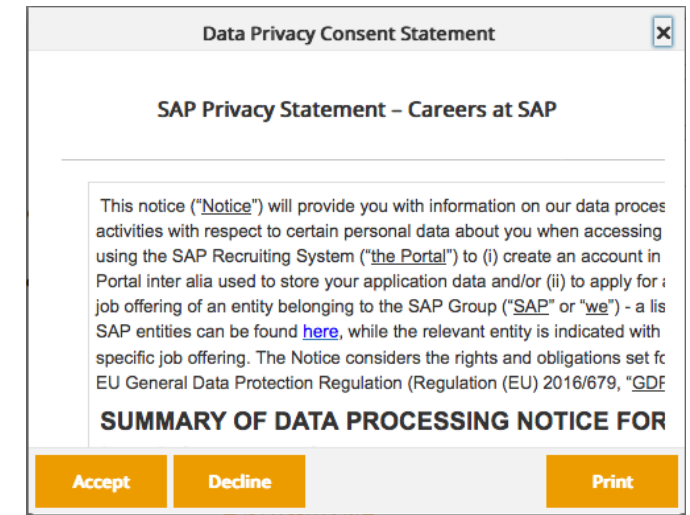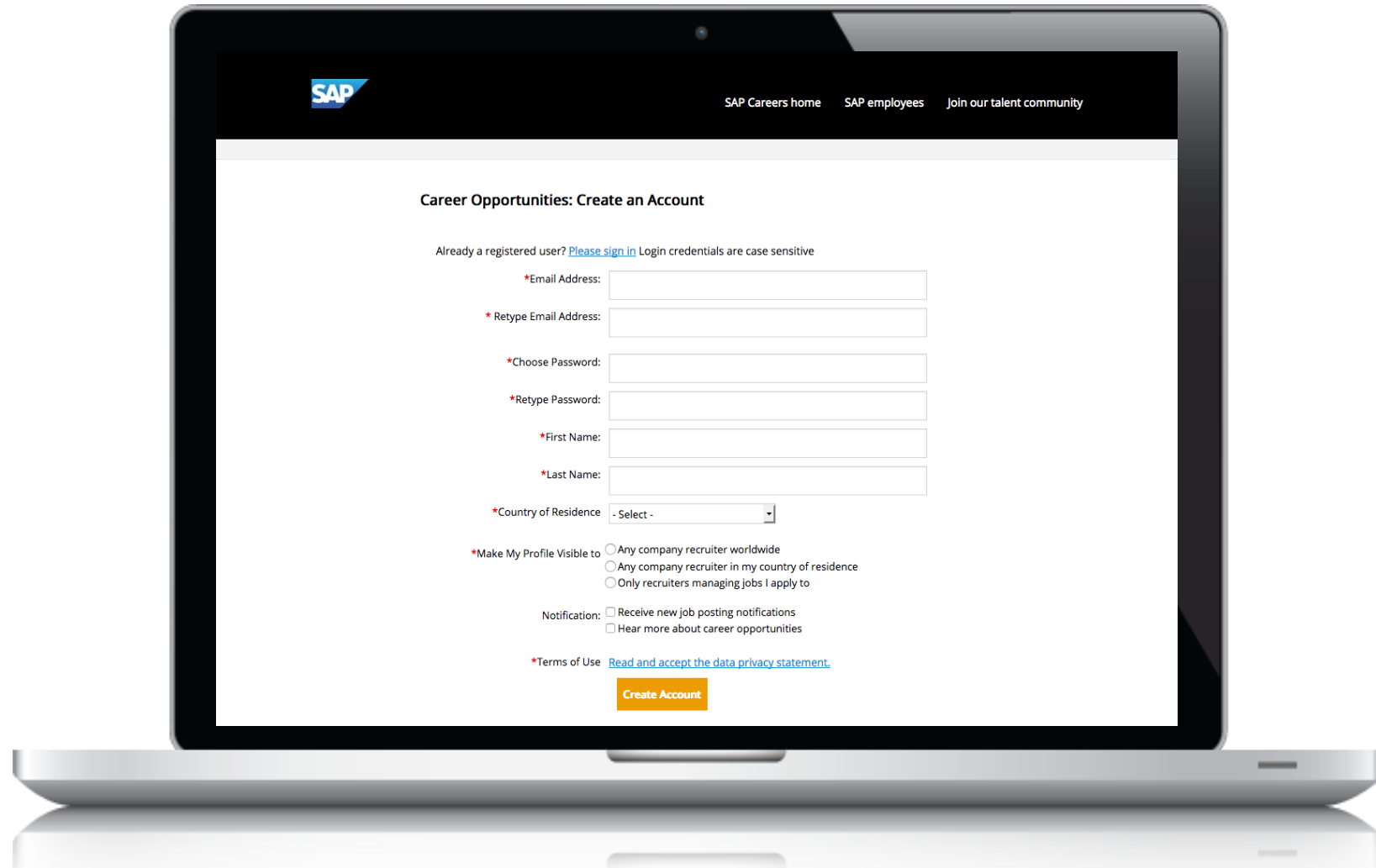
Data subject information report

Configure Data Subject Info Report
Report on a data subject's personal data across SuccessFactors applications
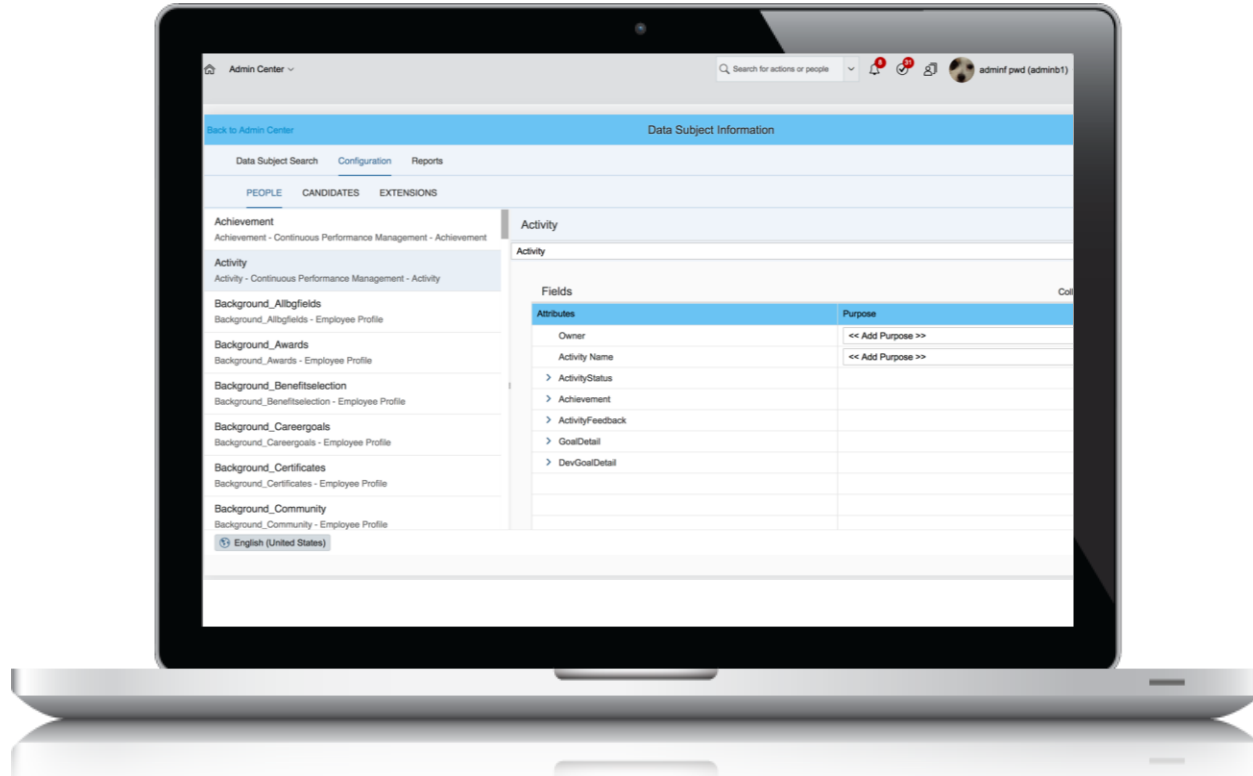
- One stop shop to specify which data elements you want to include in the report from each area of SAP SuccessFactors

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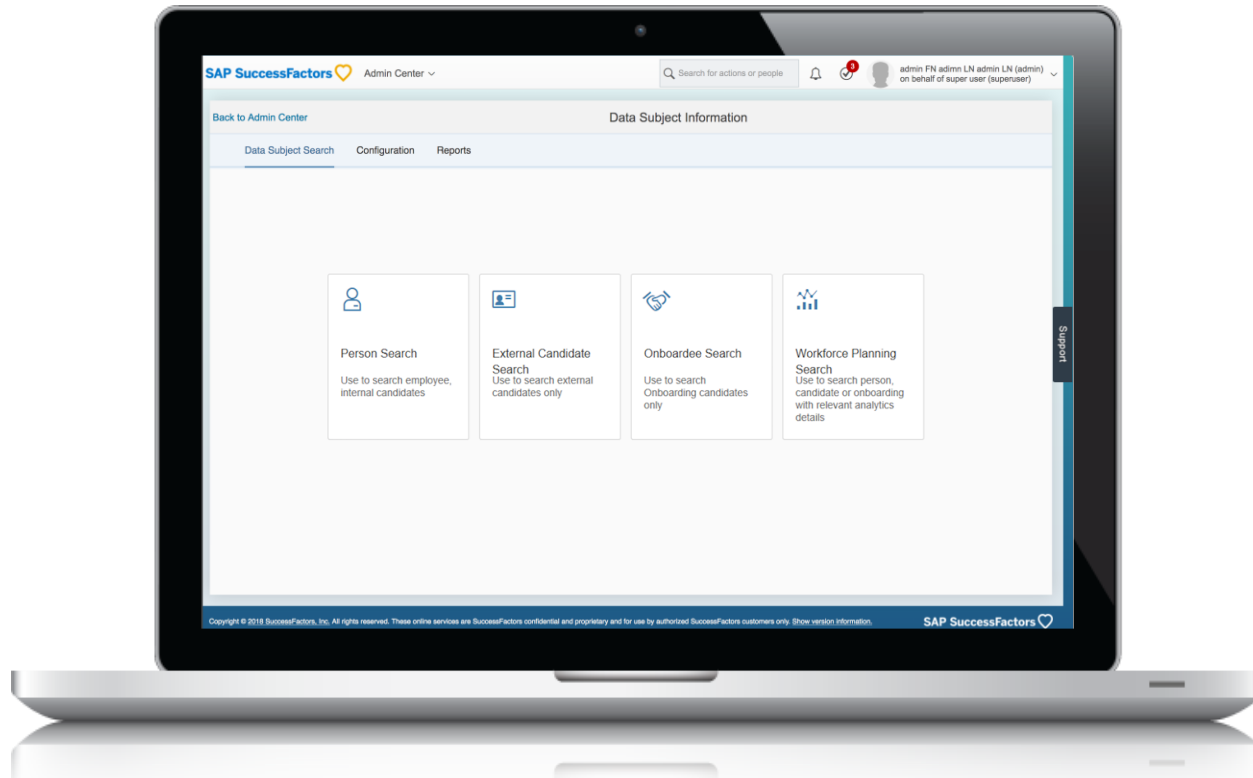
A **single report** is generated for integrated SuccessFactors instances, which pulls data from Employee Central, Recruiting Candidate Mangement, Learning, Talent, Onboarding and Workforce Analytics.

Download Data Subject Info Report
Check report availability and download

Ability to download the report in PDF or CSV format

Example report output

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

SAP SuccessFactors ♡

Thank you.

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