

Product/Service Feature Guidance – Oracle B2C Service (Cloud)

APRIL 2023

Disclaimer

The purpose of this document is to outline some of the available product features for the Oracle service offering referenced above, with a focus on privacy and security related controls. Customers should refer to the available on-line product documentation for a more complete list of product features and functionality.

The information contained in this document is for information purposes only and may not be incorporated into any contract. It is not a commitment to deliver any material, code, functionality, or certification or compliance status, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle. All information is provided "AS-IS", without warranty, is subject to change, and is confidential information under your agreement with Oracle.

The information in this document may not be construed or used as legal advice about the content, interpretation or application of any law, regulation or regulatory guideline. Customers and prospective customers must seek their own legal counsel to understand the applicability of any law or regulation on their processing of personal data, including through the use of any vendor's products or services.

Privacy Features	Description	Oracle Documentation
Data Minimization	<p>Profiles are used to define role-based access privileges.</p> <p>Customers can define multiple profiles with separate tasks as well as differing actions (e.g., read, edit, delete) on standard and custom objects.</p> <p>Access to specific data elements can be controlled via workspace rules and/or custom workspaces, objects, fields, and rules.</p> <p>Personal information can be prevented from being captured in chat transcripts, including those saved into incident threads, by using the "Off the Record" chat feature.</p> <p>All application transactions are logged with who and when, and some with more specific details, for each create, update, and delete.</p> <p>Changes to contact records are configurable for which field(s) to capture in the audit log details.</p> <p>Customers control the number of days for archiving and purging incidents as well as purging session information, statistics, analytic logs, and rule logs.</p> <p>Customers can control the length of time chat transcripts are retained.</p>	<p>Staff Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_staff_management</p> <p>Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=dad_workspace_script_properties</p> <p>Business Rules Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20crm_admin_business_rules_management</p> <p>Custom Fields: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20crm_admin_custom_fields</p> <p>Custom Objects: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_objects</p> <p>Custom Processes: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bs1142110</p> <p>Configure Chat Options:</p>

	<p>Data Lifecycle Policies can be defined and enabled for automated purging of contacts, incidents (including archived incidents), transaction logs or custom objects containing personal information.</p> <p>For staff accounts or standard objects containing personal information, customer would write custom processing to run when executing a custom report.</p> <p>Test instances can be created without incident and contact data by using 'Discreet Clone' feature in Configuration Assistant.</p>	<p>https://docs.oracle.com/en/cloud/saas/b2c-service/famug/Chunk467775318.html</p> <p>Audit Logs: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=co1321005</p> <p>Select Contact Fields for Auditing: http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/t_bui_field_audit_editor.html</p> <p>Managing Incidents: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=aa1131869</p> <p>Chat Purge Details: https://cx.rightnow.com/app/answers/detail/a_id/2579 (Note: A valid http://cx.rightnow.com/ account is required to access this document.)</p> <p>Data Lifecycle Management (in Administering Agent BUI): http://documentation.custhelp.com/euf/assets/devdocs/buiadmin/topicrefs/c_bui_Data_lifecycle_management.html</p> <p>Create a Custom Script:</p>
--	--	---

		http://www.oracle.com/pls/topic/lookup?ctx=cloud&id= ah1137760
Data Deletion at Contract Term or Termination	Data is deleted 60 days after B2C Service contract termination per Cloud Hosting and Delivery Policies.	Cloud Hosting & Delivery Policy: https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf
Data Portability	<p>Customers can create reports that could be provided to their end users electronically via a custom request process or custom API.</p> <p>Files can be exported in HTML, PDF, Excel, XML, Image/JPG and Delimited/CSV format.</p>	<p>Creating Basic Custom Reports: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20crm_analytics_creating_a_basic_report</p> <p>Custom Reports: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20crm_analytics_custom_reports</p> <p>Report Management (on .net Agent Console): http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_analytics_report_management</p> <p>Working with Reports (on BUI Agent Console): http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/c_bui_using_reports.html</p> <p>See Developer Overview and Customer Portal Widgets in Customer Portal:</p>

		http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=c-Customer-portal REST API for B2C Service: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=CXSVC
End-user Access and Other Requests	<p>Customers can configure to allow their end users (contacts) to maintain their records when designing their customer portal pages.</p> <p>End user can submit a request to the customer to get their data deleted.</p> <p>The data deletion request can be a function built into the portal.</p>	<p>Staff Accounts Editor: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=ar1134194</p> <p>Deleting Contacts: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bz1130112</p> <p>Business Rules Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20crm_admin_business_rules_management</p>
Right to Erasure and/or Right to be Forgotten	<p>Customer can remove their staff records and their end user contacts including related incidents through standard product usage.</p> <p>For any personal information captured in long narrative and text fields (excluding incident thread), customer would write custom processing to run when executing a custom report.</p> <p>Incidents that have been archived are able to be selectively deleted.</p>	<p>Staff Accounts Editor: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=ar1134194</p> <p>Deleting Contacts: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bz1130112</p> <p>Business Rules Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20crm_admin_business_rules_management</p> <p>Custom Fields:</p>

	<p>Incidents that may have personal information included in incident threads can have data redacted.</p> <p>Customers can control what data is captured in chat transcripts via business processes using the “Off the Record” feature.</p> <p>Additionally, a privileged user can edit or delete chat data using a customer created report and available in-line edit or delete reporting features.</p>	<p>http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20crm_admin_custom_fields</p> <p>Custom Objects: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20crm_admin_custom_objects</p> <p>Custom Processes: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bs1142110</p> <p>Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=%20dad_workspace_script_properties</p> <p>Create a Custom Script: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=ah1137760</p> <p>Delete an Archived Incident: DeleteAnArchivedIncident-8055C7DC">http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=DeleteAnArchivedIncident-8055C7DC</p> <p>Edit or Convert a Response Thread: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=aa1382933</p> <p>Chat Reporting:</p>
--	---	---

		http://www.oracle.com/pls/topic/lookup?ctx=cloud&id= ChatReporting-F9CE8A8A Configure Chat Options: https://docs.oracle.com/en/cloud/saas/b2c-service/famug/Chunk467775318.html#ac1184912
Notice and Consent	<p>Customers can obtain consent for mailings or survey invitations via global opt-in and out control for each end user.</p> <p>Customers can create custom code for obtaining consent on their customer portal by using Widget Builder or customer portal framework or custom APIs.</p>	<p>Managing Contact Opt-ins: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id= ah1309208</p> <p>See Developer Overview and Customer Portal Widgets in Customer Portal: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=c-Customer-portal</p> <p>REST API for B2C Service: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=CXSVC</p> <p>Technical Documentation and Sample Code, KB Article #5169: https://cx.rightnow.com/app/answers/detail/a_id/5169 (Note: A valid http://cx.rightnow.com/ account is required to access this document.)</p>
Availability	B2C Service provides Disaster Recovery (DR) for all environments with Recovery Point Objective (RPO)	Oracle SaaS Public Cloud Services Pillar Document:

	<p>of 1 hour and Recovery Time Objective (RTO) of 12 hours.</p> <p>Full backups are done daily, weekly backups are retained for 52 weeks.</p> <p>Customer has ability to request export data on demand for a fee and a full data dump at termination.</p>	<p>https://www.oracle.com/assets/saa-s-public-cloud-services-pillar-3610529.pdf</p> <p>The Oracle B2C Service Platform Technical Brief: https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf</p>
Tracking Technologies	<p>Cookies are stored on the local workstation in the default location as defined by the end user's browser.</p> <p>The customer can set a configuration on B2C Service for when to expire those cookies.</p> <p>IP addresses are collected as part of session management in session history tables. These are used by Oracle personnel if any security analysis is needed. Session data is well protected and has several configuration settings for customers to manage.</p> <p>Any other device ID's would be captured via custom fields and therefore would be the responsibility of the customer to request consent & opt-out capabilities through custom workspaces, objects, fields, rules, and processing.</p>	<p>Customer Portal Configuration Setting in Configuring B2C Service for the Customer Portal at : http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=c-Customer-portal</p> <p>Session Data Security: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=af1211025</p> <p>Cookie Information, KB Article #4526: https://cx.rightnow.com/app/answers/detail/a_id/4526 (Note: A valid http://cx.rightnow.com/ account is required to access this document.)</p>
Security Features	Description	Oracle Documentation
Multi-Factor Authentication	B2C Service supports multi-factor using SAML 2.0 or other Partner (3rd party) solutions.	SAML 2.0 Open Login:

		http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_saml_sso
IP Allowlist	Customers can define & manage their IP Allowlist directly in B2C Service for their instances.	Site Protection: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=af1210864
Separation of Duties	<p>Profiles are used to define access privileges. Customers can define multiple profiles with separate tasks as well as differing actions (e.g., read, edit, delete, etc.) on standard and custom objects.</p> <p>Enforcing multi-task and multi-approval can be enabled via custom objects, fields, rules, and processing.</p> <p>All application transactions are logged with who and when, and some with more specific details, for each create, update and delete.</p>	<p>Staff Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_staff_management</p> <p>Business Rules Management: https://docs.oracle.com/en/cloud/saas/b2c-service/famug/c-crm-admin-business-rules-management.html#crm_admin_business_rules_management</p> <p>Custom Fields: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_fields</p> <p>Custom Objects: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_objects</p> <p>Custom Processes: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bs1142110</p>

		<p>Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=dad_workspace_script_properties</p> <p>Audit Logs: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=co1321005</p>
Flagging Special Categories of Data	<p>Access to specific data elements can be controlled via workspace rules and custom workspaces, objects, fields, and rules.</p> <p>There are no specific sensitive designators; however, customer can establish their own via custom workspaces, objects, fields, rules, and processing.</p>	<p>Business Rules Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_business_rules_management</p> <p>Custom Fields: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_fields</p> <p>Custom Objects: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_objects</p> <p>Custom Processes: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bs1142110</p> <p>Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=dad_workspace_script_properties</p>

Separate Auditing and “Detective Control” Privileges	<p>All application transactions are logged with who and when, and some with more specific details, for each create, update and delete.</p> <p>Audit log visibility can be controlled via custom workspaces.</p> <p>Profiles are used to define access privileges.</p> <p>Customers can define multiple profiles with separate tasks as well as differing actions (e.g., read, edit, delete, etc.) on standard and custom objects.</p> <p>Application transaction logs are read only via the application.</p> <p>Reports can be written to export data for customer storage.</p>	<p>Audit Logs: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=co1321005</p> <p>Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=dad_workspace_script_properties</p> <p>Staff Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_staff_management</p> <p>Transaction Database Table: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=apx_transaction_codes</p>
Features Limiting Oracle’s Access to Customer Data	<p>Technical Operations and Support access is based on business need to know.</p> <p>All access to application and associated data is controlled by Role Based Access Controls.</p> <p>All security related functions are logged to Write Once Read Many (WORM) storage.</p> <p>All access to database, Host Management System (HMS) and file system is tracked.</p> <p>Access to environment controlled through Bastion hosts and YubiKey authentication.</p>	<p>Cloud Hosting & Delivery Policy: https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf</p> <p>Oracle SaaS Public Cloud Services Pillar Document: https://www.oracle.com/assets/saaS-public-cloud-services-pillar-3610529.pdf</p> <p>The Oracle B2C Service Platform Technical Brief:</p>

		https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf
Encryption	<p>Data entered into a custom defined field can be encrypted when stored and decryption of this data can be limited by profile permission.</p> <p>All file systems are encrypted based on National Institute of Standards and Technology (NIST); Oracle manages the keys.</p> <p>All data into and out of environment can be encrypted in transit. Customer has the option of turning HTTPS on or off by various configuration settings.</p>	<p>Add a Field to a Custom Object: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bf1194075</p> <p>The Oracle B2C Service Platform Technical Brief: https://www.oracle.com/a/ocom/docs/oracle-b2c-service-platform-technical-brief.pdf</p> <p>Securing B2C Service: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=FASEC</p>
Anonymization	<p>For specific fields, customer can systematically control what is stored via custom workspaces, objects, fields, rules, and processing.</p> <p>Permanent redaction within incident thread is available for up to 8 definable patterns.</p> <p>For non-definable patterns, customers would need to control via business process.</p>	<p>Business Rules Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_business_rules_management</p> <p>Custom Fields: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_fields</p> <p>Custom Objects: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_objects</p> <p>Custom Processes:</p>

		http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bs1142110 Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=dad_workspace_script_properties
Pseudonymization	For specific fields, customer can systematically control what is stored via custom workspaces, objects, fields, rules, and processing.	Business Rules Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_business_rules_management Custom Fields: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_fields Custom Objects: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_objects Custom Processes: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bs1142110 Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=dad_workspace_script_properties

Data Masking	<p>Visibility of specific data elements can be controlled via workspace rules and custom workspaces, objects, fields, and rules.</p> <p>For custom fields, customer can systematically control what is visible via custom workspaces, objects, fields, rules, and processing.</p>	<p>Business Rules Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_business_rules_management</p> <p>Custom Fields: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_fields</p> <p>Custom Objects: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_objects</p> <p>Custom Processes: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bs1142110</p> <p>Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=dad_workspace_script_properties</p>
Truncation	<p>Permanent truncation within incident thread is available for up to 8 definable patterns. For non-definable patterns, customers would need to control via business process.</p> <p>For custom fields, customer can define input masks and systematically control what is stored via custom workspaces, objects, fields, rules, and processing.</p>	<p>Incident Thread Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=aa1358732</p> <p>Business Rules Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_business_rules_management</p>

		<p>Custom Fields: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_fields</p> <p>Custom Objects: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_custom_objects</p> <p>Custom Processes: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=bs1142110</p> <p>Workspace and Script Elements: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=dad_workspace_script_properties</p>
Tokenization	No specific functionality provided by the product/service.	
Logging	<p>Access and page views by end users are stored for a customer defined duration. (0 means never purge, 60 days is default)</p> <p>Profiles are used to define access privileges. Customers can define multiple profiles with separate tasks as well as differing actions (e.g., read, edit, delete, etc.) on standard and custom objects.</p> <p>All application transactions are logged with who and when, and some with more specific details, for each create, update, and delete.</p>	<p>End-user session can be found under KB Article #499: https://cx.rightnow.com/app/answers/detail/a_id/499 (Note: A valid http://cx.rightnow.com/ account is required to access this document.)</p> <p>Staff Management: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_admin_staff_management</p> <p>Transaction Database Table:</p>

	<p>Read logging is available for incident threads and chat transcripts as well as contacts, if configured.</p> <p>Any changes to contact records are configurable for which field(s) to capture in the audit log details.</p>	<p>http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=apx_transaction_codes</p> <p>Audit logs: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=co1321005</p> <p>Select Contact Fields for Auditing: http://documentation.custhelp.com/euf/assets/devdocs/bui/topicrefs/t_bui_field_audit_editor.html</p> <p>Monitoring Report Usage http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=crm_analytics_report_management_module</p>
--	---	--