

Product/Service Feature Guidance – Oracle Cobrowse (Cloud)

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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.

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Privacy Features	Description	Oracle Documentation
Data Minimization	<p>Access to data is available through the Administrative Console which is controlled by profile permissions.</p> <p>Default permission groups include Users, Account Managers, Account Administrators, Configuration Administrators, Implementation Consultants, and view-only Diagnostics users.</p> <p>No personal information or viewed information is captured as part of a Cobrowsing session. All sessions are initiated by end user.</p> <p>Customer staff are configured with permissions to use Cobrowse via the integrating application capabilities (e.g. B2C or B2B Service).</p>	<p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_Managing_permissions_ac1196729.html</p> <p>Managing Users: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_Managing_users_ac1187165.html</p> <p>B2C Service - Cobrowse Permissions: http://www.oracle.com/pls/topic/lookup?ctx=cloud&id=ak1131651</p> <p>B2B Service (via Implementing Digital Customer Service) - Configure Cobrowse: http://docs.oracle.com/en/cloud/saas/b2b-service/23a/faids/configure-cobrowse.html</p>
Data Deletion at Contract Term or Termination	<p>Data is deleted 60 days after Service Cloud contract termination per Cloud Hosting & Delivery Policies.</p>	<p>Cloud Hosting & Delivery Policy: https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf</p>

Data Portability	No specific functionality provided by the product/service.	n/a
End-user Access and Other Requests	No specific functionality provided by the product/service.	n/a
Right to Erasure and/or Right to be Forgotten	No specific functionality provided by the product/service. User profile data is deleted from Administrative Console through standard product usage.	Managing Users: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_Managing_users_ac1187165.html
Notice and Consent	Cobrowse sessions are initiated by end user and can be provided with a consent prompt before starting.	Terms & Conditions Screen: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_Terms_Conditions_Screen.html
Availability	No specific functionality provided by the product/service.	n/a
Tracking Technologies	No specific functionality provided by the product/service.	
Security Features	Description	Oracle Documentation
Multi-Factor Authentication	Cobrowse supports acceptance of SAML 2.0 compliant ID federation.	Single Sign-On (SSO): http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_SSO.html
IP Allowlist	Customers can define and manage IP Allowlist within the Cobrowse administrative console.	Configuring Your Company Deployment: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/t_Configure_your_c

		ompany_deployment_ab1221191.html
Separation of Duties	<p>Capabilities in the Administrative Console are controlled by profile permissions.</p> <p>Default permission groups include Users, Account Managers, Account Administrators, Configuration Administrators, and view-only Diagnostics users.</p> <p>Enforcing multi-task and multi-approval are not supported and not applicable to the Cobrowse configuration management.</p>	<p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCobrowse/topicrefs/c_Managing_permissions_ac1196729.html</p> <p>Managing Users: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCobrowse/topicrefs/c_Managing_users_ac1187165.html</p>
Flagging Special Categories of Data	<p>No specific functionality provided by the product/service.</p> <p>Customers can define personal information fields on web pages to block from view during Cobrowsing sessions.</p>	<p>Privacy and Security Settings: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCobrowse/topicrefs/c_Creating_configuration_files_ab1204672.html</p>
Separate Auditing and “Detective Control” Privileges	<p>Configuration transactions are logged with who and when. Audit Logs of configuration changes can be exported by customer’s administrators.</p> <p>Capabilities in the Administrative Console are controlled by profile permissions.</p>	<p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCobrowse/topicrefs/c_Managing_permissions_ac1196729.html</p> <p>Managing Users: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCobrowse/topicrefs/c_Managing_users_ac1187165.html</p>

Features Limiting Oracle's Access to Customer Data	<p>No end user information is stored in the Cobrowse service.</p> <p>Operations and support access is based on business need to know basis. All access to application and associated data is controlled by an Oracle Administrator role only permissioned by Oracle.</p> <p>Access to environment controlled through Bastion hosts and Yubikey two-factor authentication.</p>	
Encryption	<p>All data transmitted between end user and customer representative are encrypted using TLS 1.2+.</p> <p>File systems are not encrypted but no personal information is stored.</p>	
Anonymization	No specific functionality provided by the product/service.	
Pseudonymization	No specific functionality provided by the product/service.	
Data Masking	Field data can be obfuscated during a Cobrowsing session.	<p>Privacy and Security Settings: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_Creating_configuration_files_ab1204672.html </p>
Truncation	No specific functionality provided by the product/service.	N/A
Tokenization	No specific functionality provided by the product/service.	
Logging	<p>All Cobrowsing session statistics are captured for experience improvements.</p> <ul style="list-style-type: none"> No end user data is collected. 	<p>Working with Reports: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_Creating_configuration_files_ab1204672.html </p>

	<ul style="list-style-type: none"> ▪ No ability to purge this data or control how long logs are stored. ▪ Audit logs of configuration changes can be exported by customer. <p>Capabilities in the Administrative Console are controlled by profile permissions.</p>	<p>rowse_deployment/StandaloneCoBrowse/topicrefs/t_Work_with_reports_ab1221308.html</p> <p>Viewing Statistical Data: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/t_View_statistical_data_ab1221339.html</p> <p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_Managing_permissions_ac1196729.html</p> <p>Managing Users: http://documentation.custhelp.com/euf/assets/devdocs/cobrowse/cobrowse_deployment/StandaloneCoBrowse/topicrefs/c_Managing_users_ac1187165.html</p>
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