

Product/Service Feature Guidance – Oracle Intelligent Advisor (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.

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Privacy Features	Description	Oracle Documentation
Data Minimization	<p>Access to data available through the Intelligent Advisor Hub is controlled by user roles.</p> <p>Roles include Project Administrators, Authors, Managers, Designers, Testers, System Administrators, Mobile Users, and Application Programming Interface users.</p> <p>No end users interact with the Hub. No personal information is generated, or end user information stored as part of using the Intelligent Advisor Hub.</p>	<p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p> <p>User Roles: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Getting_Started/topicrefs/Intelligent_Advisor_user_roles.htm</p>
Data Deletion at Contract Term or Termination	<p>Data is deleted 60 days after contract termination per Hosting & Delivery Policies.</p>	<p>Cloud Services Hosting & Delivery Policies: https://www.oracle.com/corporate/contracts/cloud-services/</p>
Data Portability	<p>No specific functionality provided by the product/service.</p> <p>Any end user information captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience:</p>

		https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html
End-user Access and Other Requests	<p>No specific functionality provided by the product/service.</p> <p>Any end user information captured from an interview is mapped into an integrating application (e.g., FusionService, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html</p>
Right to Erasure and/or Right to be Forgotten	<p>No specific functionality provided by the product/service.</p> <p>Any end user information captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p> <p>Users (Customer employees) are disabled from</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p>

	accessing and authoring new policies through standard product usage.	<p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html</p> <p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p>
Notice and Consent	<p>No specific functionality provided by the product/service.</p> <p>This would be part of the capabilities of the integrating application (e.g., Fusion Service, Customer On-premises application, etc.) to establish a notice prior to any end-user data captured from an interview.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041</p> <p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p>

		IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm
Availability	<p>No specific functionality provided by the product/service.</p> <p>Any end user information captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041</p> <p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm</p>
Tracking Technologies	<p>Cookies are used for functional purposes, to associate a session ID with the end user's interaction with the application.</p> <p>Cookies are used for billing, so that if the same user interacts with different browsers on the same device during the same time, the customer is only</p>	<p>Cookies used by Intelligent Advisor: https://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/System_Administrator_Guide/Security_guide/Cookies_used_by_I</p>

	charged for a single billable session. Any Internet Protocol addresses captured are anonymized.	A.htm?Highlight=cookies
Security Features	Description	Oracle Documentation
Multi-Factor Authentication	<p>Intelligent Advisor Hub supports integration with Oracle Identity Cloud Service (IDCS) that enables multi-factor authentication.</p> <p>End user authentication would be part of the capabilities of the integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041</p> <p>Identity Cloud Service (for use with Digital Customer Service): https://docs.oracle.com/en/cloud/saas/fusion-service/faids/enable-digital-customer-service.html#s20060892</p>
IP Allowlist	Customers can request Internet Protocol allowlist for their instances to restrict access based on Internet Protocol via the Technical Support team.	

Separation of Duties	<p>Tasks performed through the Intelligent Advisor Hub are controlled by user roles. Intelligent Advisor supports Role Based Access Control.</p> <p>Roles include Project Administrators, Authors, Managers, Designers, Testers, System Administrators, Mobile Users, and Application Programming Interface users.</p>	<p>Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm </p>
Flagging Special Categories of Data	<p>No specific functionality provided by the product/service.</p> <p>Any end user information captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm </p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041 </p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041 </p>
Separate Auditing and “Detective Control” Privileges	No specific functionality provided by the product/service.	
Features Limiting Oracle’s Access to Customer Data	No specific functionality provided by the product/service.	

<p>Encryption</p>	<p>Data in transit is transmitted via Hypertext Transfer Protocol Secure.</p> <p>Customers can configure their own certificates for Hypertext Transfer Protocol Secure.</p> <p>Data at rest is stored in Oracle are on encrypted file systems; Oracle manages the keys.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041</p>
<p>Anonymization</p>	<p>No specific functionality provided by the product/service.</p> <p>Any end user data captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041</p>

		intelligent-advisor.html#s20060041
Pseudonymization	<p>No specific functionality provided by the product/service.</p> <p>Any end user data captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/faics/oracle-intelligent-advisor.html#s20060041</p>
Data Masking	<p>No specific functionality provided by the product/service.</p> <p>Any end user data captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p>

		Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041
Truncation	<p>No specific functionality provided by the product/service.</p> <p>Any end user data captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guide: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041</p> <p>Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041</p>
Tokenization	<p>No specific functionality provided by the product/service.</p> <p>Any end user data captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.).</p> <p>Additional controls may be available in the integrating application.</p>	<p>Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm</p> <p>Implementing with Fusion Service with Classic User Experience:</p>

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Logging	<p>Debug logging can be turned on to understand what is happening when data moves through an interview to help find unexpected errors. The recorded events may contain information that resembles personal information. Features are available to remove logs and data.</p> <p>Interview usage statistics are captured for experience improvements and personal information is not collected.</p>	<p>Debug Logging: https://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Deployments/View_debug_log_for_deployment.htm </p>