

Product/Service Feature Guidance – Oracle Virtual Assistant (OVA)

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Disclaimer

The purpose of this document is to outline some of the product features currently available or under consideration 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 description of available product features and functionality.

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Oracle Cloud Services Agreements and Documentation		
Cloud Services: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html		
Privacy Features	Description	Oracle Documentation
Data Minimization	<ul style="list-style-type: none"> There are two types of data hosted in Oracle Virtual Assistant: <ul style="list-style-type: none"> Intents, each of which are a set of question(s) and the corresponding answer that coach Oracle Virtual Assistant on how to respond to queries from end users on that particular topic Conversation logs of every interaction Oracle Virtual Assistant had with every end user These two data types are not accessible to the end user. Oracle Virtual Assistant does not intentionally gather any end users' personal data. End users control the information that they provide into Oracle Virtual Assistant. Content managers should be careful not to formulate intents that collect data that the company doesn't need. There is currently no automatic data expiration. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html
Data Deletion at Contract Term or Termination	<ul style="list-style-type: none"> Data is deleted after a retention period of 60 days upon customer contract term or termination. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html
Data Portability	<ul style="list-style-type: none"> There is no structured personal data collected by this product. The product does not support export of conversation logs out, but companies can request a XML version. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html

End-user Access and Other Requests	<ul style="list-style-type: none"> There is no structured personal data collected by this product. Customer should manage end-user requests on their back end. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html
Right to Erasure and/or Right to be Forgotten	<ul style="list-style-type: none"> There is no structured personal data collected by this product. Conversation logs may include PI. Conversation logs do not currently support data deletion or redaction. Customers should restrict the end user upload of Personal Data via business processes. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html
Notice and Consent	<ul style="list-style-type: none"> Oracle Service Cloud customers can create custom code for obtaining consent on their own web pages, or in Customer Portal by using Widget Builder or Customer Portal Framework or custom APIs to adapt UIs. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html
Availability	<ul style="list-style-type: none"> Oracle provides DR and daily backups for all customer data via the Oracle Cloud Hosting & Delivery Policies. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html
Tracking Technologies	<ul style="list-style-type: none"> Oracle Virtual Assistant only uses functional cookies (no tracking) for maintaining the login session and personalization and no third-party cookies. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html

Security Features	Feature/Control	Oracle Documentation
Multi-factor authentication	<ul style="list-style-type: none"> The product supports Single Sign-On with Oracle Service Cloud. Service Cloud supports multi-factor using SAML 2.0 or other Partner (3rd party) solutions. 	SAML 2.0 Open Login - https://docs.oracle.com/en/cloud/saas/service/18a/famug/core-features.html#saml-20-open-login
IP white-listing	<ul style="list-style-type: none"> Customers can currently configure IP white-listing for their Oracle Service Cloud sites, and because Oracle Virtual Assistant Administration uses SSO, this means that customers can restrict access based on IP. 	Site protection - https://docs.oracle.com/en/cloud/saas/service/18a/famug/security-practices.html#c_Site_protection_af1210864
Separation of duties	<ul style="list-style-type: none"> Oracle Virtual Assistant does not currently support a Role Based Access Control (RBAC) model to set up authorization policies for users. Authorization is by SSO. There are plans to restrict access based on roles in OSvC in the future. These policies will control the functionality available to users. These policies will be set up by customers to enforce separation of duties. 	SAML 2.0 Open Login - https://docs.oracle.com/en/cloud/saas/service/18a/famug/core-features.html#saml-20-open-login
Flagging Special Categories of Data	<ul style="list-style-type: none"> This feature is not supported. 	Not applicable.
Separate auditing and “detective control” privileges	<ul style="list-style-type: none"> There are no customer facing auditing tools within the application and investigative processes are owned by Oracle. 	Not applicable.
Features Limiting Oracle’s access to customer data	<ul style="list-style-type: none"> This feature is not supported. 	Not applicable.
Encryption	<ul style="list-style-type: none"> The service uses HTTPS by default, which cannot be disabled by the customer. Only strong ciphers are enabled on the load-balancers (Cloud Ops responsibility). The service uses database disk encryption by default and this cannot be disabled by the customer, nor can the keys be held by the customer. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html
Anonymization	<ul style="list-style-type: none"> Not supported by Oracle Virtual Assistant. 	Not applicable.
Pseudonimization	<ul style="list-style-type: none"> There is no structured personal data collected by this product, therefore pseudonimization is not supported. 	Not applicable.

Data Masking (Display only a portion of a data field or temporarily prevent viewing a data element)	<ul style="list-style-type: none"> There is no structured personal data collected or displayed by this product, therefore masking is not supported. 	Not applicable.
Truncation (Permanently remove portions of a data element)	<ul style="list-style-type: none"> There is no structured personal data collected by this product. 	Not applicable.
Tokenization	<ul style="list-style-type: none"> There is no structured personal data collected by this product, therefore tokenization is not supported. 	Not applicable.
Logging	<ul style="list-style-type: none"> Data logging is currently not configurable by the customer but all their conversation-related data is stored in their private database where it is encrypted at rest. No other tenant can access it. Application logs are currently stored with customer data as we are single tenant for now (this will not apply when we are running on OCI). However, application logs are only retained for 90 days as per Oracle data retention policies. Automatic log purging based on the schedule set by the customer is currently not supported. Sending the logs to an external destination is currently not supported. All application related logs are being stored on internal Cloud storage. Write-once storage is currently not supported. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html
Additional relevant controls that are not covered above.	<ul style="list-style-type: none"> End users will be able to choose an “off the record” setting, whereby none of their chat conversations with Oracle Virtual Assistant will be stored in the databases. 	See the Agreements and Service Specifications relevant to your order: http://www.oracle.com/us/corporate/contracts/cloud-services/index.html