Product/Service Feature Guidance – Oracle Intelligent Advisor

JULY 2024

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.

ORACLE

Privacy Features	Description	Oracle Documentation
Data Minimization	Access to data available through the Intelligent Advisor Hub is controlled by user roles. Roles include Project Administrators, Authors, Managers, Designers, Testers, System Administrators, Mobile Users, and Application Programming Interface users. 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.	Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm User Roles: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Getting_Started/topicrefs/Intelligent_Advisor_user_roles.htm
Data Deletion at Contract Term or Termination	Data is deleted 60 days after contract termination per Hosting & Delivery Policies.	Cloud Hosting & Delivery Policy: https://www.oracle.com/assets/ocloud-hosting-delivery-policies-3089853.pdf
Data Portability	No specific functionality provided by the product/service. Any end user information captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.). Additional controls may be available in the integrating application. .	Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041 Implementing with Fusion Service with Redwood User Experience:

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

	Users (Customer employees) are disabled from accessing and authoring new policies through standard product usage.	Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041 Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm
Notice and Consent	No specific functionality provided by the product/service. 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.	Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041 Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041 Permissions: http://documentation.custhelp.com

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

Security Features	Description	Oracle Documentation
	device during the same time, the customer is only charged for a single billable session. Any Internet Protocol addresses captured are anonymized.	A.htm?Highlight=cookies
Multi-Factor Authentication	Intelligent Advisor Hub supports integration with Oracle Identity Cloud Service (IDCS) that enables multi-factor authentication. End user authentication would be part of the capabilities of the integrating application (e.g., Fusion Service, Customer On-premises application, etc.)	Intelligent Advisor User Guides: http://documentation.custhelp.com /euf/assets/devdocs/unversioned/I ntelligentAdvisor/en/Content/Guid es/Welcome/Welcome.htm Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/s aas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041 Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/s aas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041 Identity Cloud Service (for use with Digital Customer Service): https://docs.oracle.com/en/cloud/s aas/fusion-service/faids/enable-digital-customer-service.html#s20060892
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	Tasks performed through the Intelligent Advisor Hub are controlled by user roles. Intelligent Advisor supports Role Based Access Control. Roles include Project Administrators, Authors, Managers, Designers, Testers, System Administrators, Mobile Users, and Application Programming Interface users.	Permissions: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Permissions/Permissions.htm
Flagging Special Categories of Data	No specific functionality provided by the product/service. Any end user information captured from an interview is mapped into an integrating application (e.g., Fusion Service, Customer On-premises application, etc.). Additional controls may be available the integrating application.	Intelligent Advisor User Guides: http://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Welcome/Welcome.htm Implementing with Fusion Service with Classic User Experience: https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041 Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041
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.	

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

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

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

	Additional controls may be available in the integrating application.	https://docs.oracle.com/en/cloud/saas/fusion-service/faiec/oracle-intelligent-advisor.html#s20060041 Implementing with Fusion Service with Redwood User Experience: https://docs.oracle.com/en/cloud/saas/b2b-service/23a/fairs/oracle-intelligent-advisor.html#s20060041
Logging	If debug logging is turned on understand what is happening when data moves through an interview to help find unexpected errors. The recorded events may contain information that resembles PII. Features are available to remove logs and data. Interview usage statistics are captured for experience improvements and personal information is not collected.	Debug Logging: https://documentation.custhelp.com/euf/assets/devdocs/unversioned/IntelligentAdvisor/en/Content/Guides/Project_Administrator_Guide/Deployments/View_debug_log_for_deployment.htm