

## **Product / Service Feature Guidance – Oracle Cobrowse**

MAY 2021

### **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, including through the use of any vendor’s products or services.

Privacy Features	Description	Oracle Documentation
<b>Data Minimization</b>	<p>Access to data available through the Administrative Console 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 Co-browsing session; all sessions are initiated by end-user.</p> <p>Customer staff are configured with permissions to use Co-browse via the integrating application capabilities (e.g. B2C or B2B Service).</p>	<p>Managing Permissions  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-permissions">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-permissions</a></p> <p>Managing Users  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-users">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-users</a></p> <p>B2C Service - Cobrowse Permissions  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=t_Add_cobrowse_permissions_to_a_profile_ak1131651">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=t_Add_cobrowse_permissions_to_a_profile_ak1131651</a></p> <p>B2B Service (via Implementing Digital Customer Service) - Configure Cobrowse  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=FAIDS2423315">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=FAIDS2423315</a></p>
<b>Data Deletion at Contract Term or Termination</b>	<p>Data is deleted 60 days after Service Cloud contract termination per Hosting &amp; Delivery Policies.</p>	<p>Cloud Hosting &amp; Delivery Policy  <a href="https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf">https://www.oracle.com/assets/cloud-hosting-delivery-policies-3089853.pdf</a></p>
<b>Data Portability</b>	<p>No specific functionality provided by the product/service.</p>	<p>No specific functionality provided by this product/service.</p>
<b>End-user Access and Other Requests</b>	<p>No specific functionality provided by the product/service.</p>	<p>No specific functionality provided by this product/service.</p>

<b>Right to Erasure and/or Right to be Forgotten</b>	No specific functionality provided by the product/service.  User profile data is deleted from Administrative Console through standard product usage.	Managing Users <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-users">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-users</a>
<b>Notice and Consent</b>	Co-browse sessions are initiated by end-user and can be provided with a Consent prompt before starting.	Terms & Conditions Screen <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=c_Terms_Conditions_Screen">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=c_Terms_Conditions_Screen</a>
<b>Availability</b>	No specific functionality provided by the product/service.	No specific functionality provided by this product/service.
<b>Tracking Technologies</b>	No specific functionality provided by the product/service.	No specific functionality provided by this product/service.
<b>Security Features</b>		
<b>Multi-factor authentication</b>	Supports acceptance of SAML 2.0 compliant ID federation.	Single Sign-On (SSO) <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=single-sign-on-ss0">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=single-sign-on-ss0</a>
<b>IP white-listing</b>	Customers can define and manage IP whitelisting within the Co-browse administrative console.	Configuring Your Company Deployment <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=configuring-your-company-deployment">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=configuring-your-company-deployment</a>

<p><b>Separation of duties</b></p>	<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 Co-browse configuration management.</p>	<p>Managing Permissions  <a href="http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=managing-permissions">http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=managing-permissions</a></p> <p>Managing Users  <a href="http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=managing-users">http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=managing-users</a></p>
<p><b>Flagging Special Categories of Data</b></p>	<p>No specific functionality provided by the product/service.</p> <p>Customers can define sensitive data fields on web pages to block from view during Co-browsing sessions</p>	<p>Creating Configuration Files for Privacy and Security  <a href="http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=creating-configuration-files-for-privacy-and-security">http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=creating-configuration-files-for-privacy-and-security</a></p>
<p><b>Separate auditing and "detective control" privileges</b></p>	<p>Configuration transactions are logged with who (customer staff) and when. Data can be exported by customer.</p> <p>Capabilities in the Administrative Console are controlled by profile permissions.</p>	<p>Managing Permissions  <a href="http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=managing-permissions">http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=managing-permissions</a></p> <p>Managing Users  <a href="http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=managing-users">http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&amp;id=managing-users</a></p>

<p><b>Features Limiting Oracle's access to customer data</b></p>	<p>No end-user information is stored in the Co-browse service.</p> <p>Operations access based on need-to-know basis.</p> <p>Support access based on 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>	
<p><b>Encryption</b></p>	<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 PD is stored.</p>	
<p><b>Anonymization</b></p>	<p>No specific functionality provided by the product/service.</p>	<p>No specific functionality provided by this product/service.</p>
<p><b>Pseudonymization</b></p>	<p>No specific functionality provided by the product/service.</p>	<p>No specific functionality provided by this product/service.</p>
<p><b>Data Masking</b></p>	<p>Field masking during a Co-browsing session is supported.</p>	<p>Creating Configuration Files for Privacy and Security  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=creating-configuration-files-for-privacy-and-security">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=creating-configuration-files-for-privacy-and-security</a></p>
<p><b>Truncation</b></p>	<p>No specific functionality provided by the product/service.</p>	<p>No specific functionality provided by this product/service.</p>

<b>Tokenization</b>	No specific functionality provided by the product/service.	No specific functionality provided by this product/service.
<b>Logging</b>	<p>All Co-browsing session statistics are captured for experience improvements.</p> <ul style="list-style-type: none"> <li>• No end-user data is collected.</li> <li>• No ability to purge this data or control how long logs are stored.</li> <li>• Data can be exported by customer.</li> </ul> <p>Capabilities in the Administrative Console are controlled by profile permissions.</p>	<p>Working with Reports  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=working-with-reports">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=working-with-reports</a></p> <p>Viewing Statistical Data  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=viewing-statistical-data">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=viewing-statistical-data</a></p> <p>Managing Permissions  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-permissions">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-permissions</a></p> <p>Managing Users  <a href="http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-users">http://www.oracle.com/pls/topic/lookup?ctx=cloud&amp;id=managing-users</a></p>