

Product / Service Feature Guidance – Oracle Cobrowse

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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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Privacy Features	Description	Oracle Documentation
Data Minimization	<ul style="list-style-type: none"> • Access to data available through the Administrative Console is controlled by profile permissions. Default permission groups include Users, Account Managers, Account Administrators, Configuration Administrators, Implementation Consultants, and view-only Diagnostics users. • No personal data or viewed information is captured as part of a Cobrowsing session; all sessions are initiated by end-user. • Customer staff are configured with permissions to use Cobrowse via the integrating application capabilities (e.g. B2C or B2B Service). 	<ul style="list-style-type: none"> • Managing Permissions: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=managing-permissions • Managing Users: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=managing-users • B2C Cloud Cobrowse Permissions: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=t_Add_c_o-browse_permissions_to_a_profile_ak1131651 • CX Service Implementing Digital Customer Service: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=FAIDS2423315
Data Deletion at Contract Term or Termination	<ul style="list-style-type: none"> • Data is deleted 60 days after Service Cloud contract termination per Hosting & Delivery Policies. 	<ul style="list-style-type: none"> • Cloud Services Hosting & Delivery Policies: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=FAIDS2423315
Data Portability	<ul style="list-style-type: none"> • No specific functionality provided by this service. 	
End-user Access and Other Requests	<ul style="list-style-type: none"> • No specific functionality provided by this service. 	
Right to Erasure and/or Right to be Forgotten	<ul style="list-style-type: none"> • End-user data is not stored in the Cobrowse service. 	<ul style="list-style-type: none"> • Managing Users: http://www.oracle.com/pls/topi

	<ul style="list-style-type: none"> User profile data is deleted from Administrative Console through standard product usage. 	c/lookup?ctx=cloud&id=managing-users
Notice and Consent	<ul style="list-style-type: none"> Cobrowse sessions are initiated by end-user and can be provided with a Consent prompt before starting. 	<ul style="list-style-type: none"> Terms & Conditions Screen: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=c_Terms_Conditions_Screen
Availability	<ul style="list-style-type: none"> No specific functionality provided by this service 	
Tracking Technologies	<ul style="list-style-type: none"> No specific functionality provided by this service 	
Security Features	Description	Oracle Documentation
Multi-factor authentication	<ul style="list-style-type: none"> Supports acceptance of SAML 2.0 compliant ID federation. 	<ul style="list-style-type: none"> Single Sign-On (SSO): http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=single-sign-on-sso
IP white-listing	<ul style="list-style-type: none"> Customers can define and manage IP whitelisting within the Cobrowse administrative console. 	<ul style="list-style-type: none"> Configuring Your Company Deployment: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=configuring-your-company-deployment
Separation of duties	<ul style="list-style-type: none"> Capabilities in the Administrative Console are controlled by profile permissions. Default permission groups include Users, Account Managers, Account Administrators, Configuration Administrators, and view-only Diagnostics users. Enforcing multi-task and multi-approval are not supported and not applicable to the Cobrowse configuration management. 	<ul style="list-style-type: none"> Managing Permissions: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=managing-permissions Managing Users: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=managing-users
Flagging Special Categories of Data	<ul style="list-style-type: none"> End-user data is not stored in the Cobrowse service. 	<ul style="list-style-type: none"> Creating Configuration Files for Privacy and Security:

	<ul style="list-style-type: none"> Customers can define sensitive data fields on web pages to block from view during Cobrowsing sessions 	http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=creating-configuration-files-for-privacy-and-security
Separate auditing and "detective control" privileges	<ul style="list-style-type: none"> Configuration transactions are logged with who (customer staff) and when. Data can be exported by customer. Capabilities in the Administrative Console are controlled by profile permissions. 	<ul style="list-style-type: none"> Managing Permissions: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=managing-permissions Managing Users: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=managing-users
Features Limiting Oracle's access to customer data	<ul style="list-style-type: none"> No end-user data is stored in the Cobrowse service. Operations access based on need-to-know basis. 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. Access to environment controlled through Bastion hosts and Yubikey two-factor authentication. 	
Encryption	<ul style="list-style-type: none"> All data transmitted between end-user and customer representative are encrypted using TLS 1.1+. File systems are not encrypted but no personal data is stored. 	
Anonymization	<ul style="list-style-type: none"> No specific functionality provided by this service 	
Pseudonymization	<ul style="list-style-type: none"> No specific functionality provided by this service 	
Data Masking	<ul style="list-style-type: none"> Field masking during a Cobrowsing session is supported. 	<ul style="list-style-type: none"> Creating Configuration Files for Privacy and Security: http://www.oracle.com/pls/topi

		c/lookup?ctx=cloud&id=creating-configuration-files-for-privacy-and-security
Truncation	<ul style="list-style-type: none"> No specific functionality provided by this service 	
Tokenization	<ul style="list-style-type: none"> No specific functionality provided by this service 	
Logging	<ul style="list-style-type: none"> All Cobrowsing session statistics are captured for experience improvements. No end-user data is collected. No ability to purge this data or control how long logs are stored. Data can be exported by customer. Capabilities in the Administrative Console are controlled by profile permissions. 	<ul style="list-style-type: none"> Working with Reports: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=working-with-reports Viewing Statistical Data: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=viewing-statistical-data Managing Permissions: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=managing-permissions Managing Users: http://www.oracle.com/pls/topi/c/lookup?ctx=cloud&id=managing-users