

# Data Protection and Privacy Compliance

## Navigating European Union Data Privacy Regulations

### GDPR Introduction

Business in the digital economy relies heavily on data. As more data associated with specific individuals is created and collected, companies are subject to increasing risks and fines from mismanagement or privacy breaches. As a result, more legal requirements are being imposed to protect personal data. One of the most far-reaching set of legal requirements went into effect on 25 May 2018 – the EU General Data Protection Regulation (GDPR).

The GDPR is designed to harmonize and extend data protection laws across the European Union, and provides data subjects with a wide range of rights that can be enforced against enterprises that process personal data. The shift to a protection model that focuses on individual privacy represents a major transformation in data privacy policy, with high cost for noncompliance.

### SAP Ariba and Data Privacy

SAP Ariba can help you manage and protect employee and supplier data so your procurement and supply chain teams can focus on getting business done. We embed safeguards into each step of the source-to-settle process and your interactions with suppliers so you can better manage data security and privacy. And we help support your compliance programs and share updates to our solutions as regulations change.

#### Information Processed by SAP® Ariba® Solutions

SAP® Ariba® solutions collect “business contact information” relating to procurement and supply chain transactions in accordance with the SAP Ariba Privacy Statement. A sample of the data we collect is shown at right:

The image shows a screenshot of a SAP Ariba 'BESTELLUNG' (Purchase Order) form. The form is divided into several sections. The top section is for 'Firmenname' (Company Name) and 'Anschrift' (Address), with fields for Name, Firmenname, Anschrift, PLZ/Ort, Telefon, and Fax. Below this is a section for 'AN:' (To) and 'VERSAND AN:' (Ship to), both with fields for Name, Firmenname, Anschrift, PLZ/Ort, and Telefon. The form also includes a table for 'AUFRAGDATUM', 'LEISTUNG', 'VERSAND PER', 'FEB-PUNKT', and 'BEDINGUNGEN'. At the bottom, there is a table with columns for 'MENGE', 'EINHEIT', 'BESCHREIBUNG', 'STÜCKPREIS', and 'SUMME'. The form is titled 'BESTELLUNG' in the top right corner.

### How SAP Ariba Manages Compliance

Our customers' needs for new tools and functionality, combined with changing domestic and international regulations, has necessitated a thorough and ongoing process to assess the compliance of our solutions and manage any planned updates. In general, we follow the steps below:



We conduct a data protection impact assessment on our application and infrastructure components to identify and reduce the likelihood of privacy risk for data subjects.



We map data processing to declare and understand personal data flows and any opportunities for compliance measures to be added.



We implement process and product feature updates – with vetting at multiple levels, including formal internal and external certification and attestation audits and subprocessor assessments – to minimize risks.



We reevaluate during the development cycle and monitor operational processes to confirm that our solutions are working in tandem with customers' processes to manage data protection compliance and enable quick resolution of any issues.

## Compliance and Your Company

As companies move toward digital transformation, implementing data management processes and technologies that protect personal data and privacy is becoming increasingly important.

Our goal is to continually evaluate and enhance data protection and privacy features across our suite of solutions to holistically focus on the technology, processes, and people involved.

## Learn More

For additional resources and information, you can access the [SAP Cloud Trust Center](#) to see what we're doing to comply with the GDPR, explore the [GDPR information web site](#), or review the [Handbook on European Data Protection Law](#).

For specific questions relating to your account and any existing SAP Ariba agreements or contracts, please contact your representative.

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## Other SAP Ariba Technical and Organizational Measures

SAP Ariba cloud services are provided to thousands of customers worldwide, with data managed in 11 global data centers following accepted industry guidelines as outlined below.



### Data in Motion

All data in motion is encrypted using Transport Layer Security (TLS) 128-bit encryption.



### Backup Media

All backup media are encrypted using Advanced Encryption Standard (AES) 256-bit encryption before being stored off site.



### Secure Port

All access to SAP Ariba solutions is available only via a secure port 443.



### Data at Rest

We encrypt sensitive information such as payment card data and user credentials using 128-bit encryption when stored.



### Industry Audits

We are certified under industry standards covering security, availability, processing integrity, confidentiality, and privacy.



## SAP Ariba and GDPR Compliance

SAP Ariba has unified the approach for all SAP Cloud solutions with the data processing agreement (DPA), which goes beyond standard contractual clauses in providing privacy assurances. SAP Ariba solutions can help you manage six key areas of GDPR compliance, including:



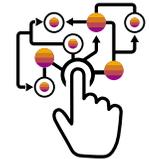
### Consent

SAP Ariba solutions capture user consent and acknowledgement of privacy notices before allowing use by new users. We are also reviewing integrated consent mechanisms such as customer-configurable privacy statements.



### Right to Be Forgotten

Supplier-facing solutions support self-service opt out, so recipients can unsubscribe to email notifications and phone calls. Buyer-facing solutions put user and role management in the hands of the customer administrator. We are also reviewing features for personal data retention, such as customer-configurable archives and personal data deletion tools.



### Right to Rectification

SAP Ariba solution users can edit or correct their personal data in user profiles within the system at any time.



### Transparency

SAP Ariba solutions provide visibility to a user's personal data, offering administrator features for export of user data in a standard format and log changes to user information and settings, including consent and opt out.



### Restriction of Processing

SAP Ariba solutions allow you to manage authorization, authentication, and role-based access for your employees, contractors, and third parties. Detailed ticketing and workflow features help new SAP Ariba administrator users to adapt user access to changing roles and manage inactive users.



### Accountability and Process Support

We give your company (data controller) assistance for privacy-feature related questions, actions, complaints, and objections through SAP Ariba support.