



Introduction to EU GDPR Compliance with SAP Business One

SAP Business One Product Management
May 2018

CUSTOMER

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It is the customer's responsibility to adopt measures that the customer deems appropriate to achieve GDPR compliance.

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1. GDPR – Regulation & Key Terms

- Scope, relevancy, important to consider, due May 25, 2018

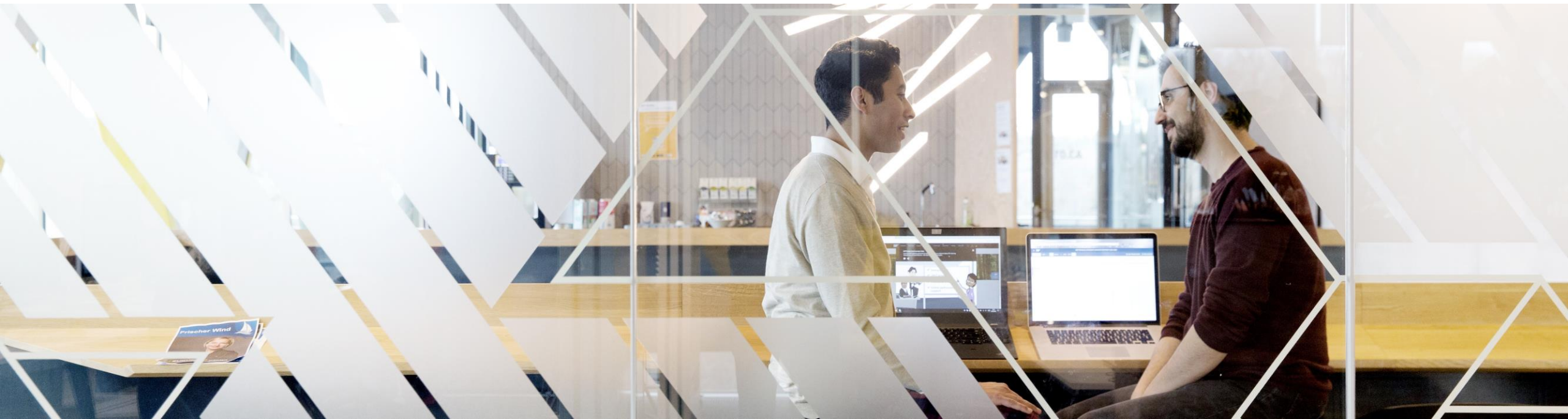
2. GDPR relevant functionality delivered prior to SAP Business One 9.3 PL04

- Authorizations, Data Ownership, Change Logs, System Access Log

3. GDPR relevant functionality delivered with SAP Business One 9.3 PL04

- Personal Data Tools - Setup and Personal Data Management Wizard (Report, Natural Person, Cleanup)
- Access log for sensitive personal data and encryption/masking of these data (Germany only)

What is **GDPR**?



General Data Protection Regulation (GDPR)



The General Data Protection Regulation (GDPR), EU Regulation 2016/679, effective May 25, 2018, gives **individuals control** and **protection** of their **personal data**. Data controllers, who determine the purpose and means of processing personal data, and processors, who process for controllers, are affected.



Penalties up to 4% of annual global revenue or **€20 million** – whichever is greater.



Who must comply?

Organizations that offer goods or services to, or monitor the behavior of, EU data subjects and those that process or hold the personal data of EU residents.

Applies to:

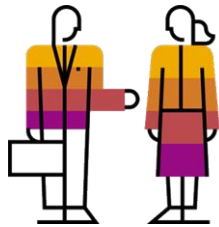
Natural persons, whatever their nationality or place of residence in the EU, in relation to the processing of their personal data.

What should be considered to comply with data privacy regulation?

KEY MESSAGE

- In general **no personal data** must be stored **without purpose and explicit consent** to it.
- All **companies doing business in the EU** need rules which define which personal data is needed, how consent must be captured, what retention periods are needed for data, how data can be accessed, deleted and more.
- **Start with analysis** of organization and its business processes.

Data Subjects



Natural persons e.g. retail customers, internal employees, contact persons etc.

...

Which data do you have?

- Master & transactional data
- Basic & sensitive personal data
- ...

Who has access to my data?

- Where is data stored?
- Access authorization
- Access log
- ...

What is purpose of the data?

- Explicit consent for data usage and storage
- Deletion by request
- Retention periods for data
- ...



Data Controller

Your organizational rules



- Which data is needed for which process?
- How do business partners **give their consent** for data processing (e.g. contracts, marketing permissions...)?
- How and how often is **compliance being audited**?
- What happens in case of **data privacy requests** or violations?
- ...more



Data Processor

Your business software



- **Private customer** master & transactional data
- **Service Agent** master & transactional data
- **Employee** master & transactional data e.g. address, religion, time sheet
- **User** authorization & access control logging
- ...more

Acquisition

Opportunity

Order/
Contract

Execution

Invoicing

GDPR at a Glance

Demonstration of compliance

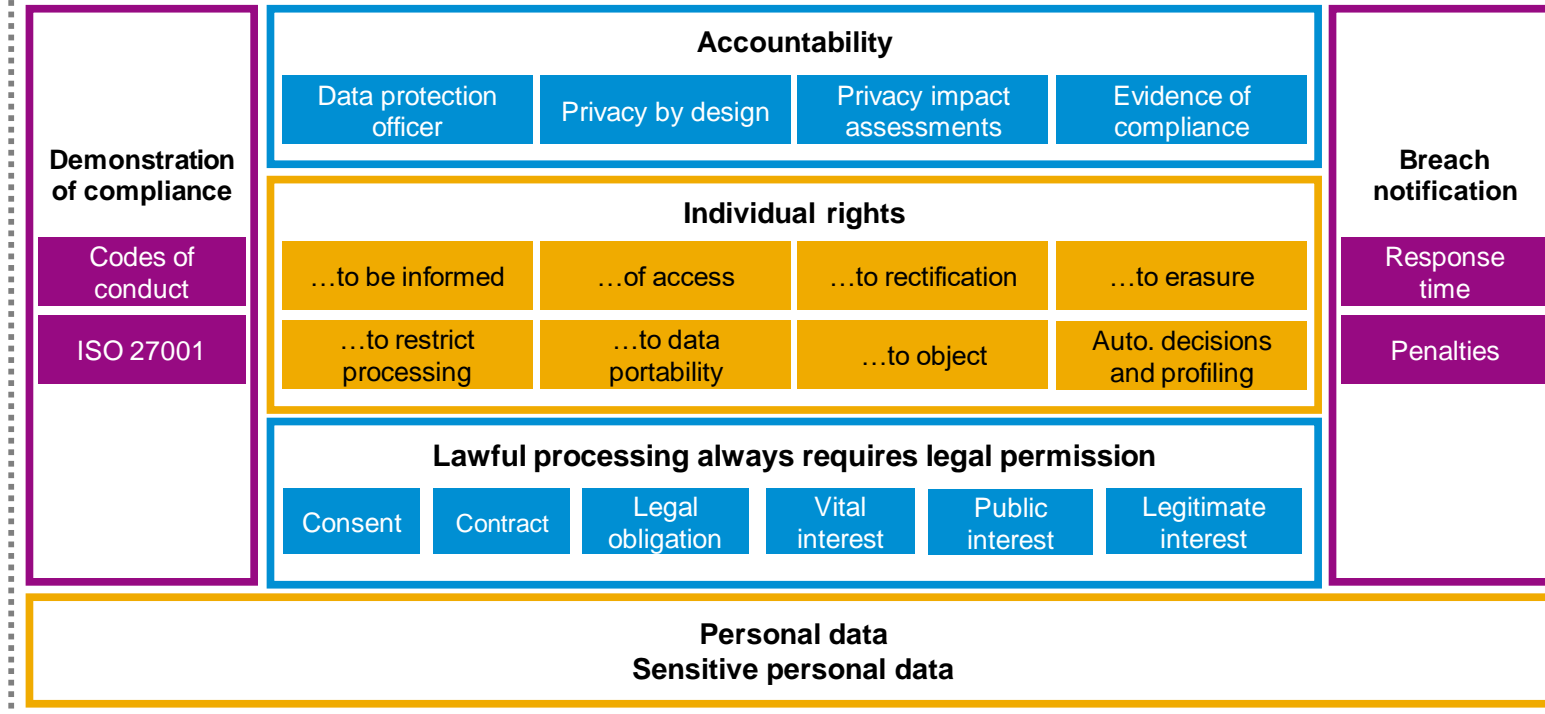
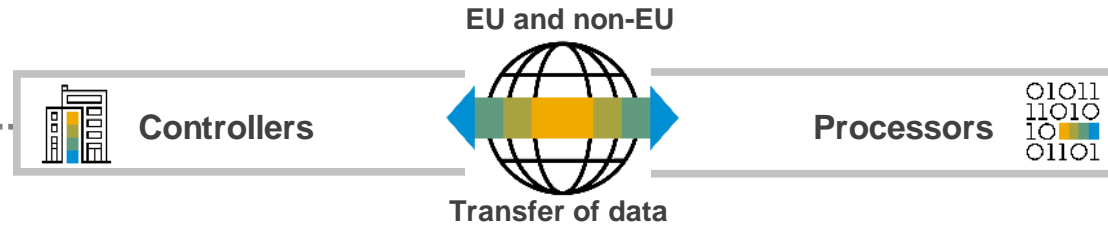
- Compliance and accountability are integral to a data protection program.
- Codes of conduct and policies can help ensure accountability.

Accountability

- Produce and maintain evidence of compliance-supporting actions
- Build data protection into product design and development
- Appoint a data protection officer (DPO) if your company has large-scale processing requirements

Lawful processing

- Requires a legal basis, e.g. a contract, consent, or legitimate interest for the processing of personal data
- Must keep such data accurate and stored only as long as needed



Personal data



- Includes online identifiers, mobile device IDs, IP addresses, and more; may include de-personalized data
- Requires parental consent for children under 16 years



Controllers and processors

- Non-EU data controllers and processors must also comply when processing data of EU individuals.
- Controller is accountable for failures of the data processor; both controller and processor are liable for breaches.



Breach notification

- Mandatory notification to authority within 72 hours of becoming aware of breach
- Communication to affected individuals without undue delay
- Maximum fine can apply

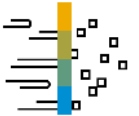
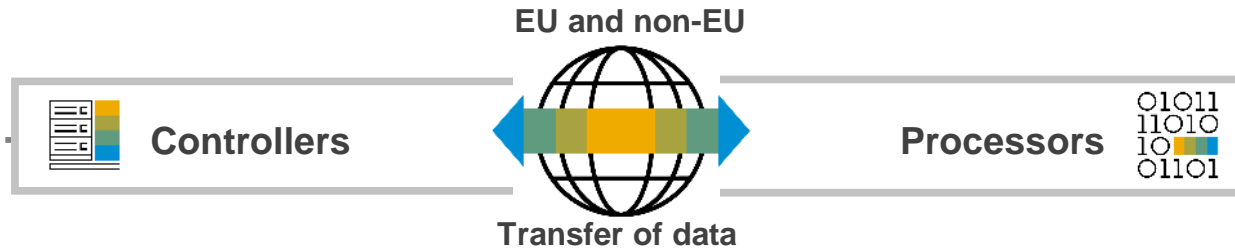


Individual rights

- The GDPR suggests self-service apps for personal data-related information requests
- Rights apply across all systems, including those of third parties.
- Businesses generally cannot charge and must respond in <1 month.

GDPR at a Glance

Protects fundamental rights related to the processing personal data

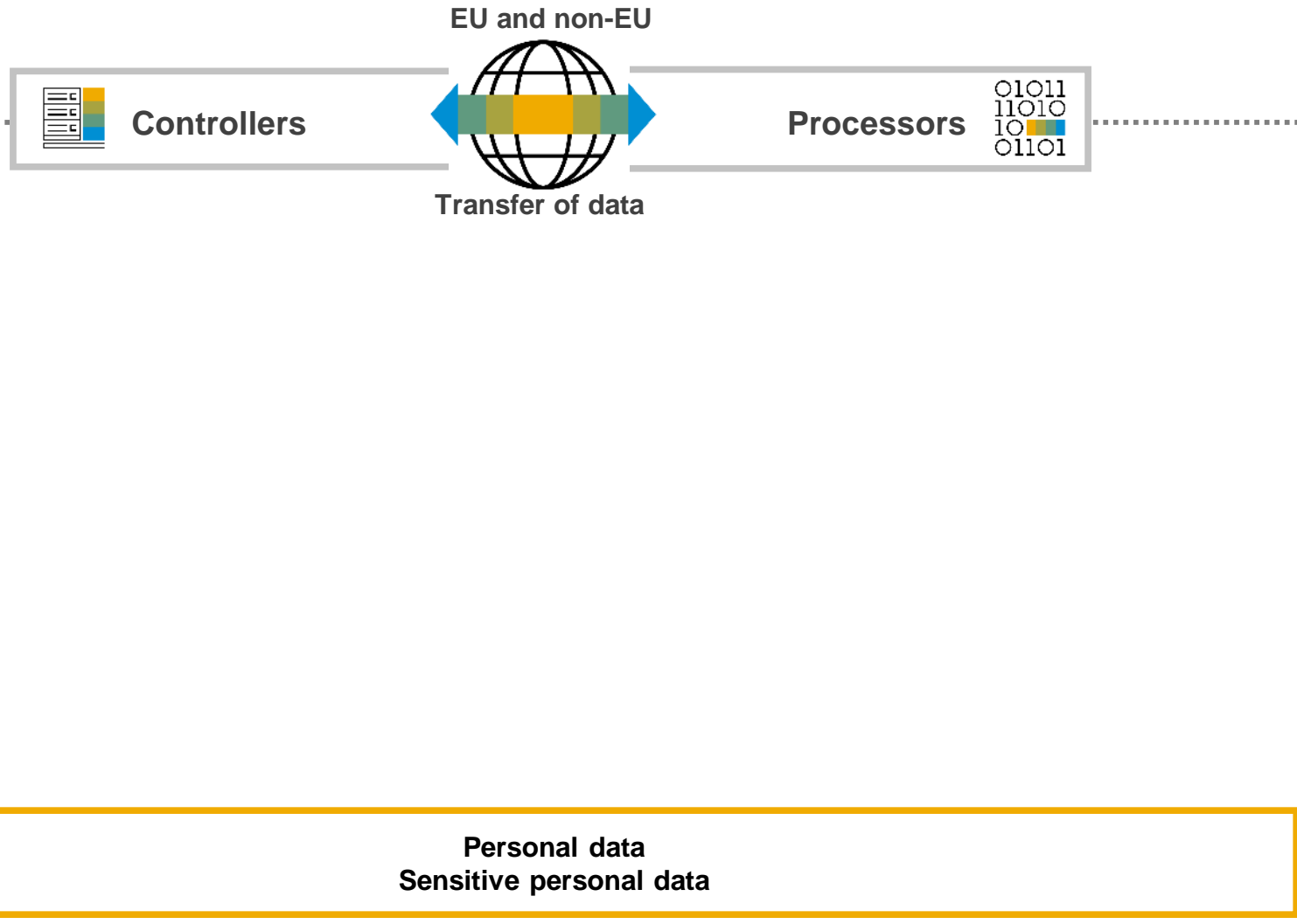


Controllers and processors

- Non-EU data controllers and processors must also comply when processing data of EU individuals.
- Controllers determine the purpose and means of processing personal data and bear primary responsibility for compliance.
- Processors are those who process personal data on behalf of a controller.
- Controller is accountable for failures of the data processor, and both controller and processor are liable for breaches.

GDPR at a Glance

Protects fundamental rights related to the processing personal data

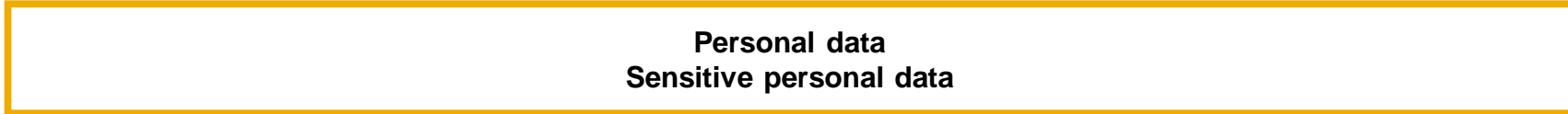
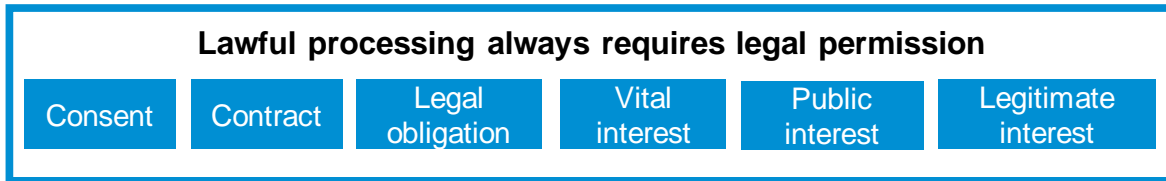
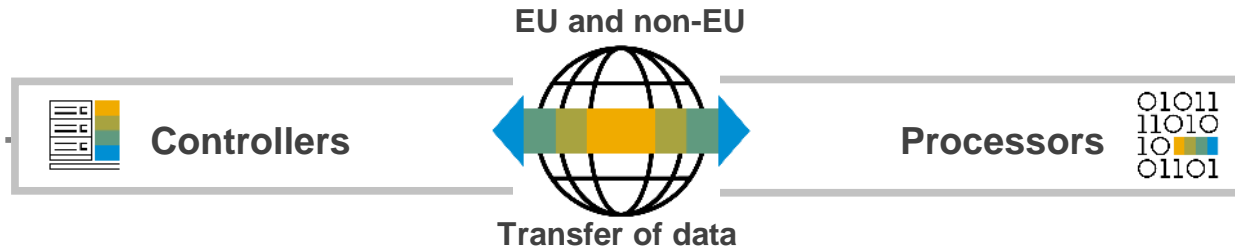


Personal Data

- Personal data relates to an identified or identifiable person and includes online identifiers such as name, phone, e-mail address, mobile device IDs, IP address...
- Sensitive personal data includes data such as ethnic origin, biometric or genetic data, or health, and can be subject to more stringent requirements.
- De-personalized data is in scope
- Special categories of personal data may require stronger reasons to process and tougher protections

GDPR at a Glance

Protects fundamental rights related to the processing personal data



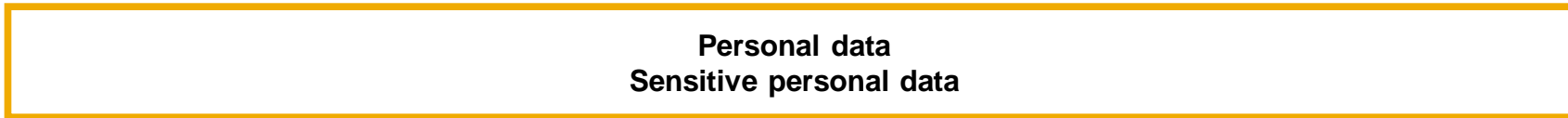
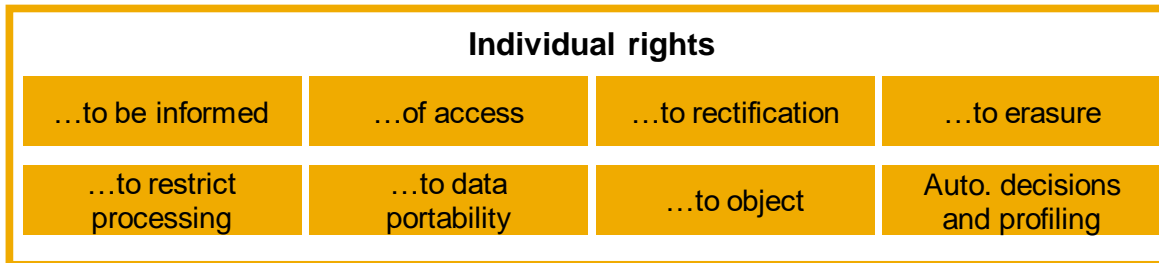
Lawful processing



- In general, there must be a legal basis, like a contract, **explicitly expressed consent**, or legitimate interest for the processing of personal data.
- Personal data must only be used for specific purposes, kept accurate, and not be stored longer than needed.
- Parental consent is generally required for those under 16 years.

GDPR at a Glance

Protects fundamental rights related to the processing personal data



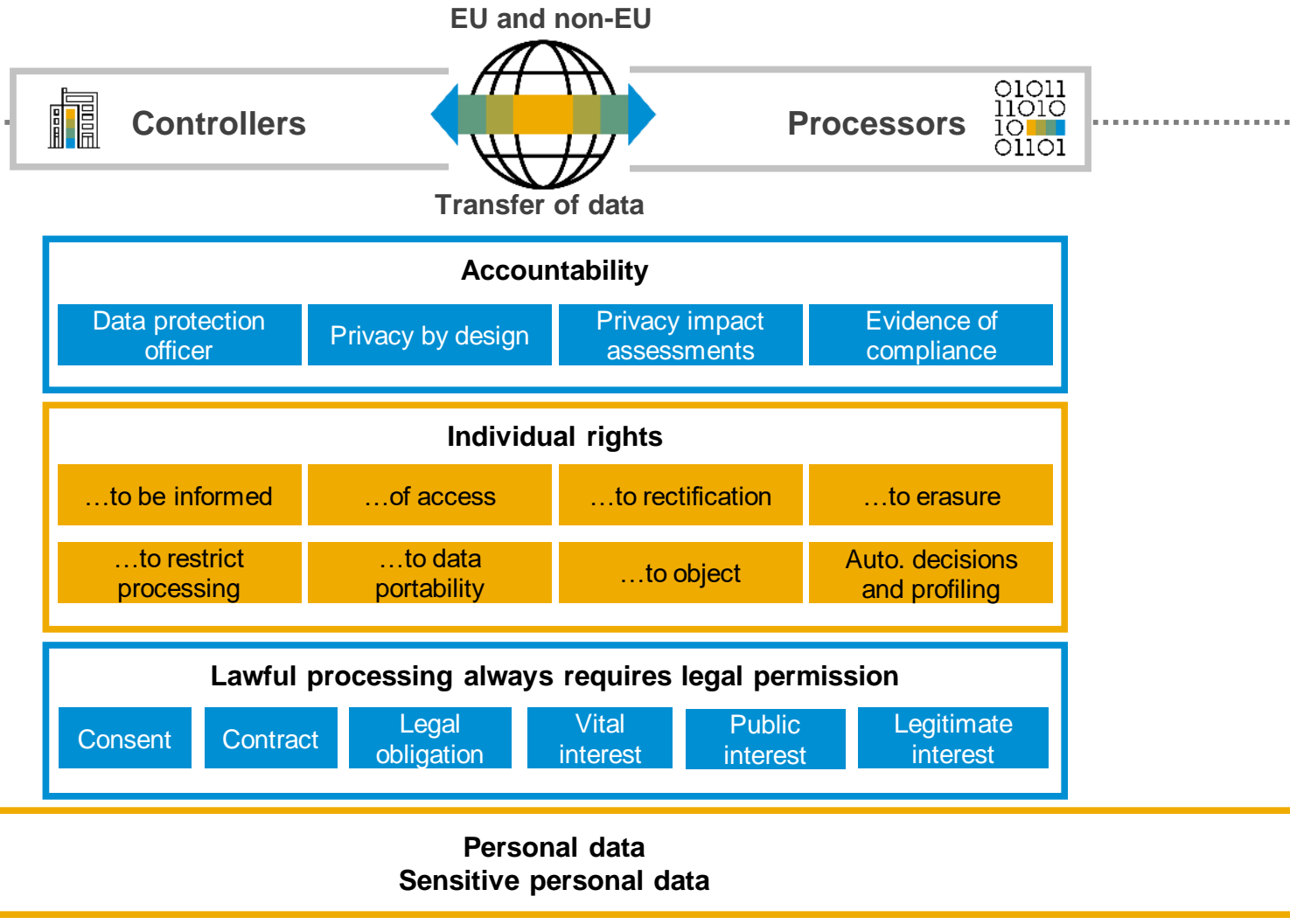
Individual rights



- GDPR recommends support of individual data requests through a self-service system where possible.
- Rights generally apply across all systems, including those of third parties.
- Businesses generally cannot charge and must respond in <1 month.

GDPR at a Glance

Protects fundamental rights related to the processing personal data

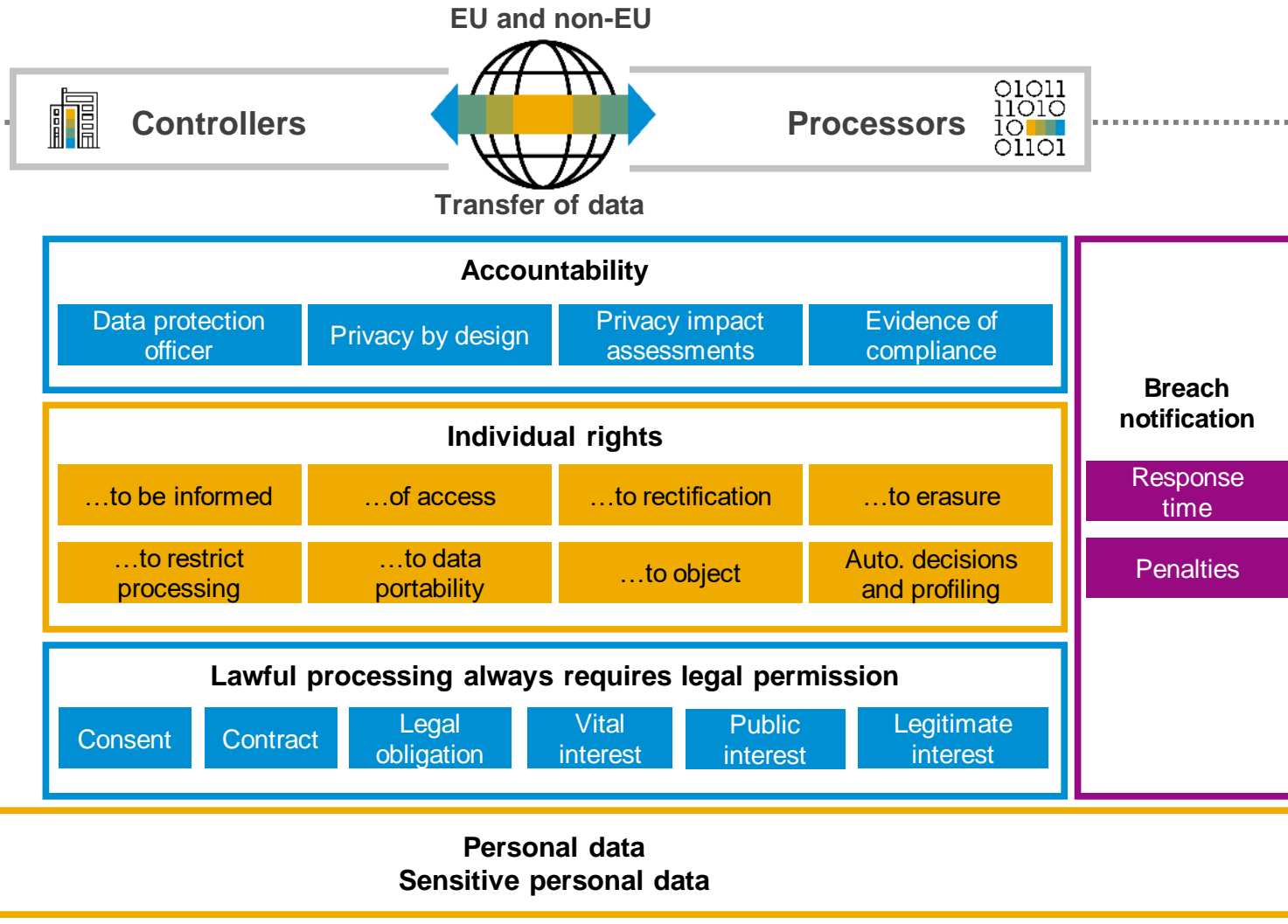


Accountability

- Involves a comprehensive framework and set of principles which allows (just as examples):
 - to produce and maintain evidence of actions to achieve and evaluate compliance
 - to assess data privacy risks and consider data protection in the early stages of product and project design
- Assign a DPO - Data Protection Officer – (companies with **large-scale processing** of personal data)

GDPR at a Glance

Protects fundamental rights related to the processing personal data



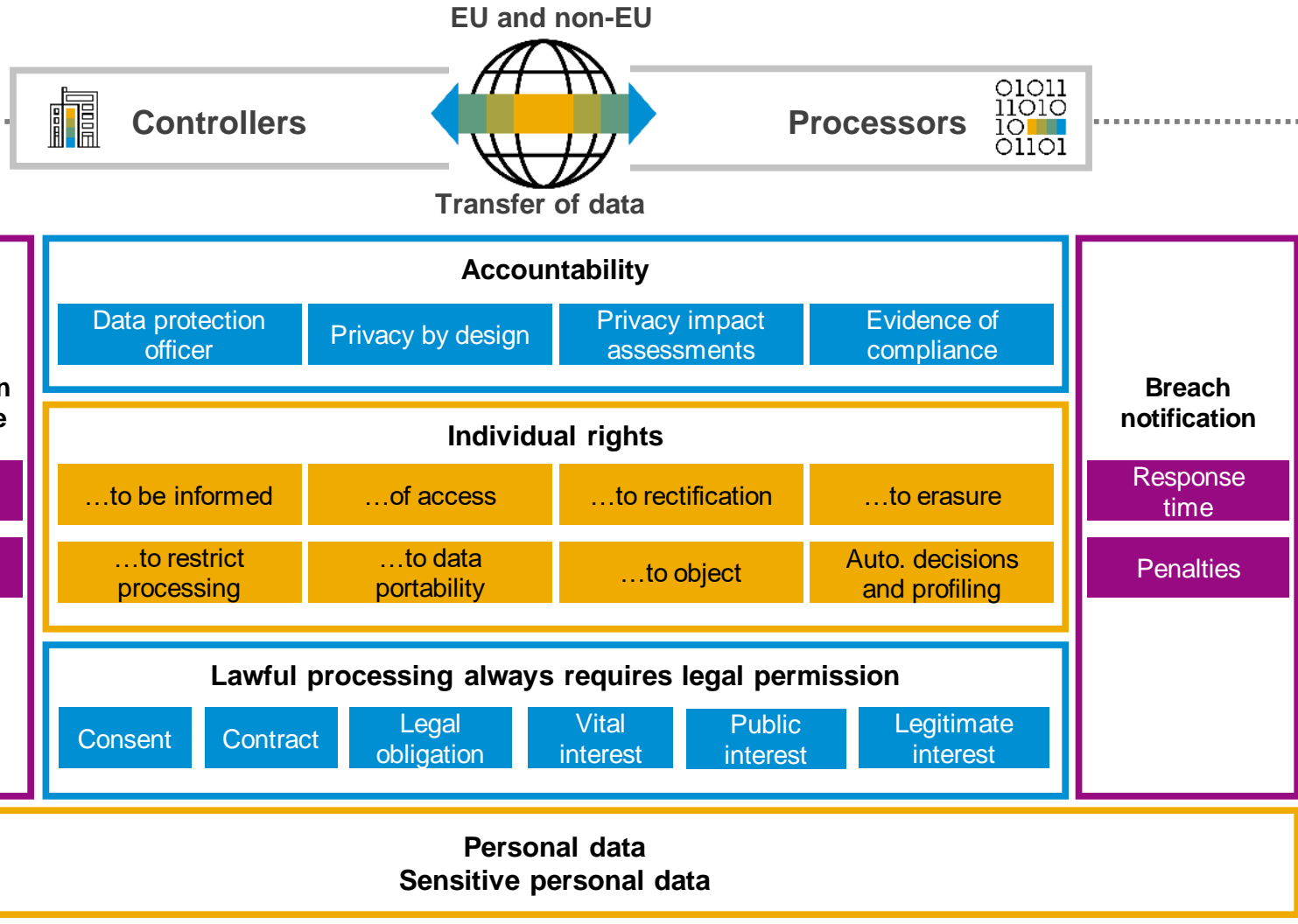
Breach notification



- Mandatory notification to supervisory authority within 72 hours of becoming aware of a personal data breach
- Communication to affected individuals without undue delay if breach is likely to result in high risk to rights and freedoms of individuals

GDPR at a Glance

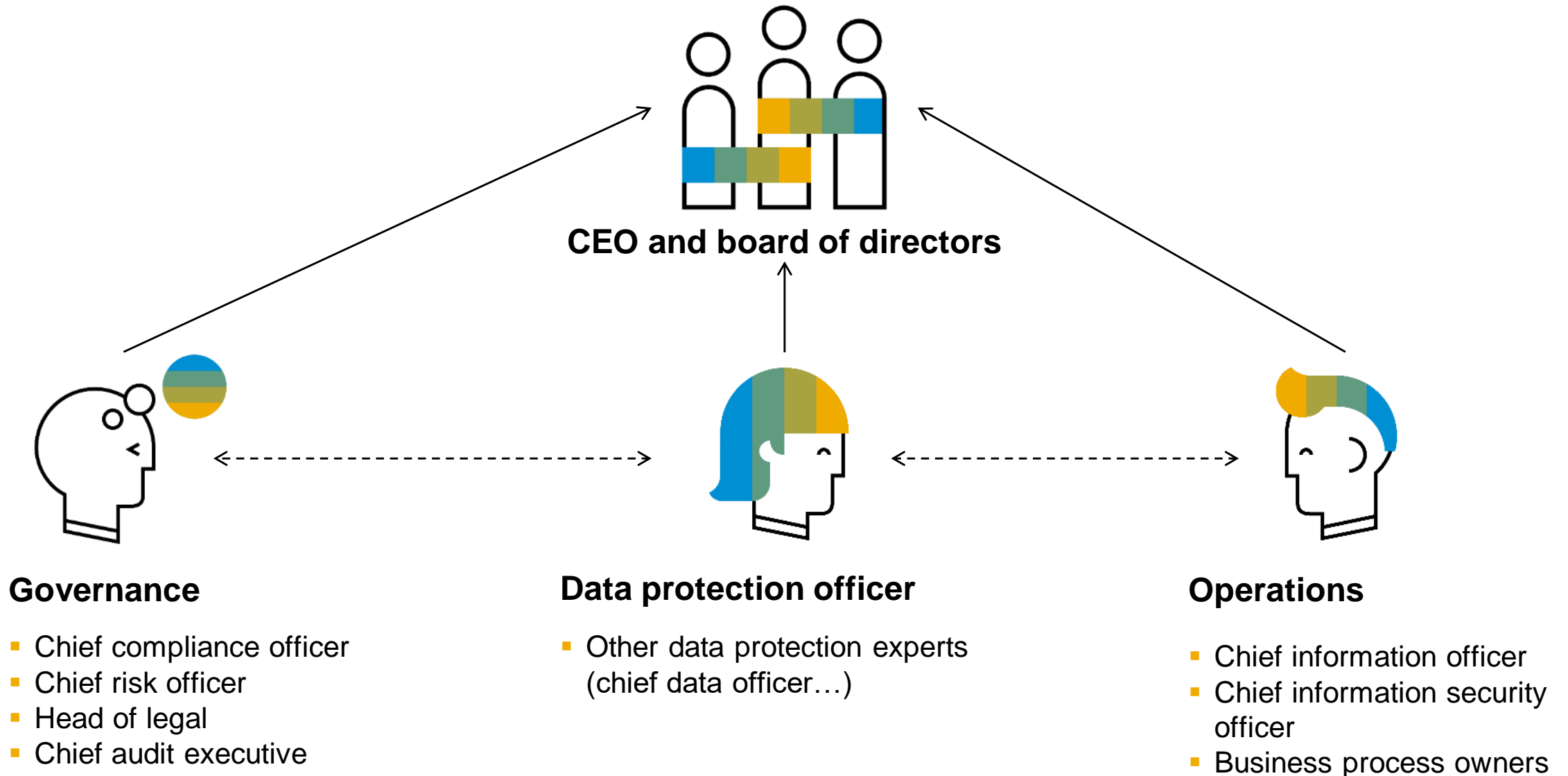
Protects fundamental rights related to the processing personal data



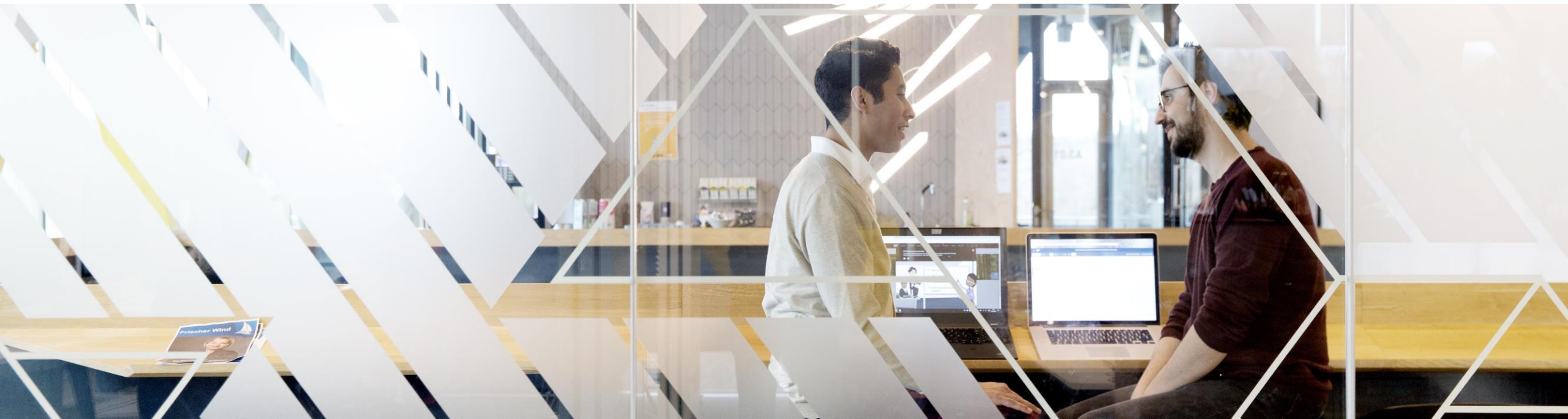
Demonstration of compliance

- Compliance and accountability need to be an integral part of an overall data protection program.
- Communication of the codes of conduct, as well as privacy policies and procedures, help support compliance, with good understanding of data protection processes.
- Certifications will be a means to demonstrate compliance, but are not yet officially required or recognized.
- Other standards can also help show compliance, eg ISO 27001 (best-practice standard for information security, broader than GDPR).

Who is involved – Basic scheme



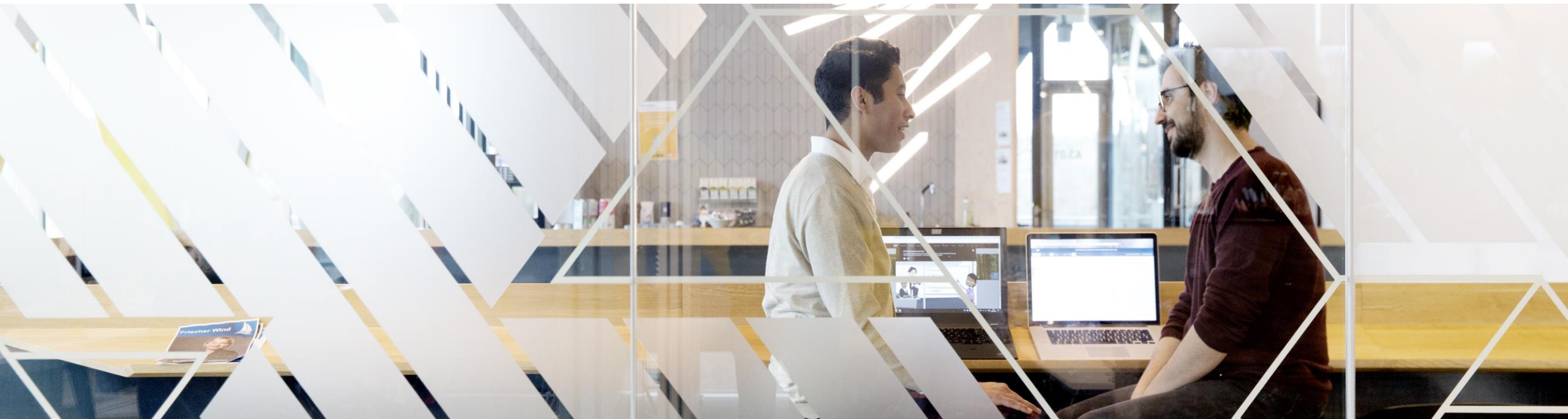
GDPR and SAP Business One



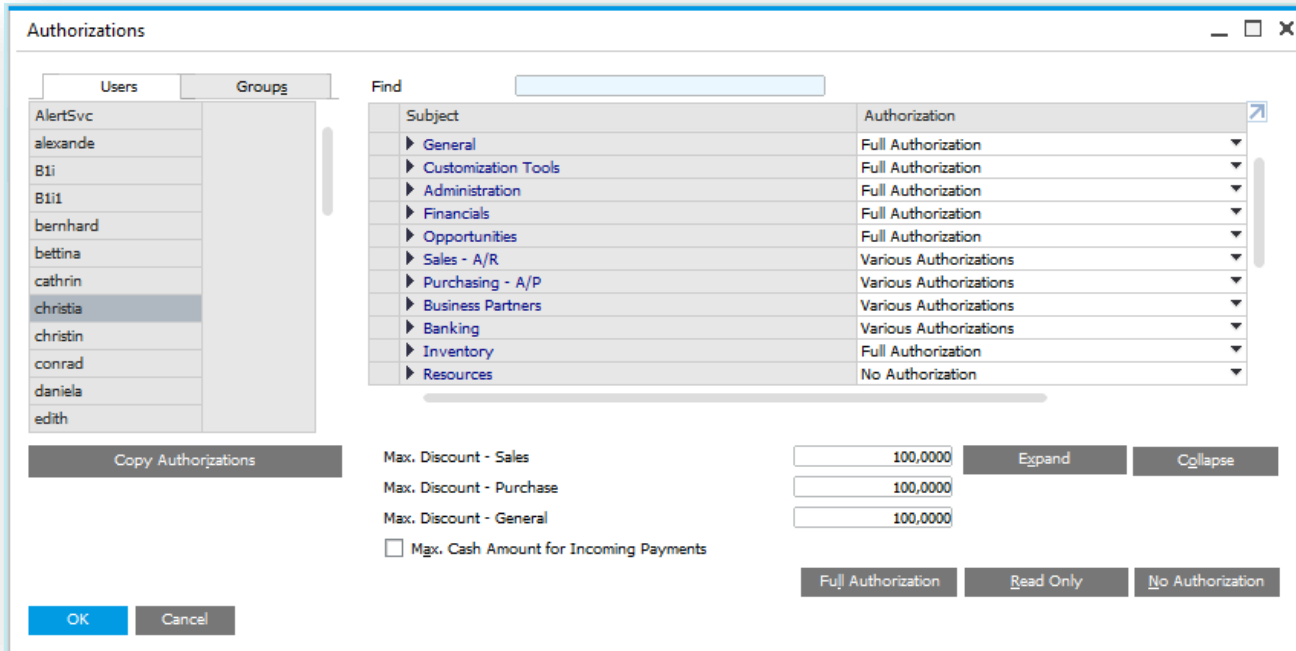
Glossary – Good to Know Key Terms

- **GDPR** – General Data Protection Regulation adopted by the European Union due on May 25, 2018.
- **DPP** – Data Protection and Privacy.
- **Natural Person** – A real human being (as distinguished from a corporation, machine or robot); new property in SAP Business One to identify records of personal data.
- **Data Subject** – A natural person for whom the system stores personal data.
- **Personal Data** – Any data that can identify a natural person (name, date of birth, address, telephone number, e-mail address, car license plate, IP address, etc.).
- **Sensitive Personal Data** – Special category of data with stronger protection and special rules required (religion/confession, ethnic origin, blood type, etc.).
- **Data Controller** – Who determines the purpose and means of processing personal data and bears primary responsibility for compliance.
- **Data Processor** – Who processes personal data on behalf of a controller.
- **GDPR Objects** – SAP Business One objects which store personal data.

GDPR / DPP relevant functionality available **Prior to SAP Business One 9.3 PL04**



Authorizations



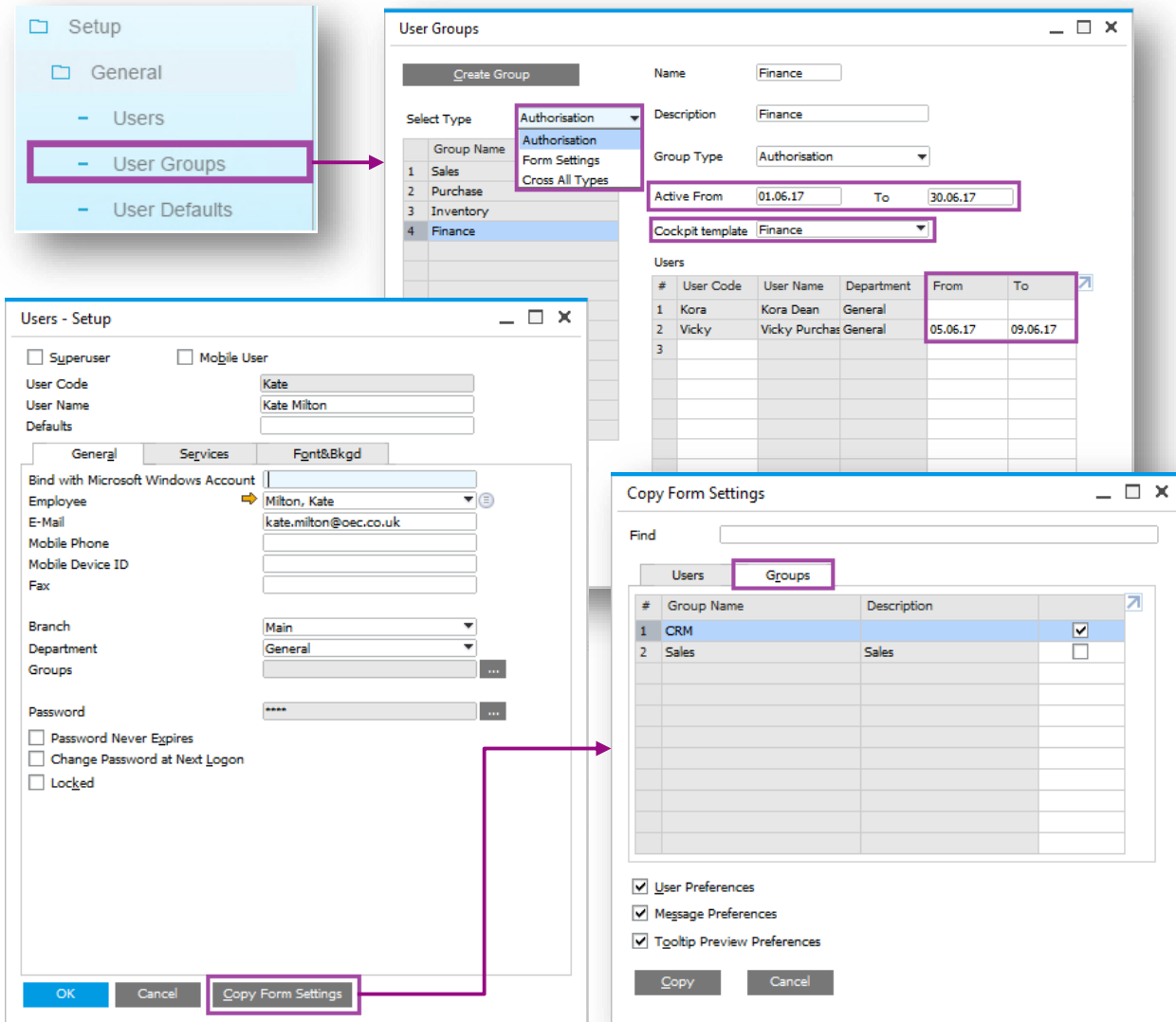
Feature

- Authorizations allow users to view, create, and update documents that you assign to them, according to data ownership definitions.
- By default, a new user has no authorizations. Each user can have only one manager who assigns permissions. You can define users as either regular users or superusers.
- You can define approval processes for the purchasing and sales transactions in the system that override the standard permissions

Benefits

- Control and set which natural person (user) has access to which form, object or a single field in selected cases.
- You can restrict user access to documents and/or personal data.

Authorization Simplification with v9.3



Feature

- Authorization Groups renamed to User Groups and relocated under Setup - General.
- 3 Categories:
 - Authorization: User authorizations with validity dates; individual users within the User Group can have further refined validity dates.
 - Form Settings: User form settings.
 - Cross All Types: Applies to all types.
- Cockpit template can be set up as default for the group (see *New Cockpit Templates for more info*).
- Copy Form Settings now has a Groups tab; all users in the chosen group inherit the form settings.

Benefits

- Manage **temporary authorizations**.
- Quickly apply form setting defaults to a group of users.

Data Ownership (1/3)

The screenshot shows the 'General Settings' dialog box in SAP. The 'BP' tab is selected. Under 'Customer Activity Restrictions', 'Credit Limit' is checked. Under 'Set Commission by', 'Sales Employees' is checked. The 'Enable Data Ownership' checkbox is checked and highlighted with a purple box. Below it, the 'Manage Data Ownership By' dropdown menu is open, showing options: 'Branch', 'Document Only', 'Business Partner Only', 'Business Partner and Document', and 'Branch' (highlighted). The 'OK' button is highlighted in blue.

Feature

- Data ownership allows the company to have control over **data elements**. With the data owner function, you can define the rightful owner of data and information.
- Therefore, your company's data can be secured and protected by the predefined authorization. Information and data can be accessed by permitted roles and users only.
- From 9.3 release, when managing multiple branches the user's branch assignment will automatically determine access to BPs and Documents when the BPs'/Documents' branch assignment matches the user's branch assignment.

Benefits

- Decide on activation of new functions to better control and contribute to GDPR compliance.
- Restrict user access to documents which are relevant to their role/daily work.

Data Ownership (2/3) – with Business Partners

The screenshot displays the 'Data Ownership Authorisations' window and the 'Business Partner Master Data' window. The 'Data Ownership Authorisations' window shows a table of document types and their ownership settings for different roles. The 'Business Partner Master Data' window shows the configuration for a business partner, including contact information and a list of employees.

Document	Peer	Manager	Subordinate	Department	Branch	Team	Company
Business Partner	None	None	None	None	None	None	None
AP Credit Note	None	None	None	None	None	None	None
AP Down Payment	None	None	None	None	None	None	None
AP Invoice	None	None	None	None	None	None	None
AR Correction Invoice	None	None	None	None	None	None	None
AR Credit Note	None	None	None	None	None	None	None
AR Down Payment	None	None	None	None	None	None	None
AR Invoice	None	None	None	None	None	None	None
Delivery	None	None	None	None	None	None	None
Goods Receipt PO	None	None	None	None	None	None	None
Goods Return	None	None	None	None	None	None	None
Goods Return Request	None	None	None	None	None	None	None
Opportunity	None	None	None	None	None	None	None
Purchase Order	None	None	None	None	None	None	None
Purchase Quotation	None	None	None	None	None	None	None
Purchase Request	None	None	None	None	None	None	None
Return Request	None	None	None	None	None	None	None

The 'Business Partner Master Data' window shows the following details:

- Code: Manual C20000 Customer
- Name: Maxi-Teq
- Group: Construction
- Currency: British Pound
- Federal Tax ID: GB566678929
- Account Balance: 59,336.19
- Deliveries: 105.35
- Orders: 7,343.47
- Opportunities: 6

The 'List of Employees' window shows the following data:

#	Last Name	First Name	Employee No.
1	Butler	Jayson	1
2	Shone	Bob	3
3	Thompson	Brad	2

Feature

- Data ownership management extended to business partners with SAP Business One 9.2.
- Restrict access and visibility of:
 - Business Partner Master Data
 - Documents using Business partner with owners
- Manage data ownership by:
 - Documents Only:
 - Permissions are defined per document.
 - Business Partners Only:
 - Permissions for documents are defined by whether users have permission to the business partner used in documents.
 - Business Partners and Documents:
 - When Business Partners have owners, permissions for documents are decided by whether users have permission for the business partner used in documents.
 - When Business Partners have no owner, permissions are decided per document.

Data Ownership (3/3)

Data Ownership Authorizations

Employees	Document	Peer	Manager	Subordinate	Department	Branch	Team	Company
Bob Shone	Business Partner	Read Only	Full	None	None	None	None	None
Brad Thompson	Purchase Request	None	None	None	Full	None	None	None
Jayson Butler					Read Only			
					None			

Buttons: OK, Cancel, Full Authorization, Read Only, No Authorization

Data Ownership Sharing Options

Documents Business Partner Windows

Define the data owners for listed documents; those affected by the owner of the business partner that is used in the documents.

Document	Owner
Business Partner	Business Partner Owner
A/P Credit Memo	No Restriction
A/P Down Payment	Business Partner Owner
A/P Invoice	Business Partner Owner
A/R Correction Invoice	Business Partner Owner
A/R Credit Memo	Business Partner Owner
A/R Down Payment	Business Partner Owner
A/R Invoice	Business Partner Owner
Delivery	Business Partner Owner
Goods Receipt PO	Business Partner Owner
Goods Return	Business Partner Owner

Buttons: Update, Cancel

Data Ownership Sharing Options

Documents Business Partner Windows

Define the data owner for listed windows. The data owner definitions on the current tab have higher priority than those on the Document tab.

Window	Owner
Open Items List	No Restriction
Service Calls for BP	No Restriction
	No Restriction
	Business Partner Owner

Buttons: Update, Cancel

Feature

- Bypass Data Ownership by granting access at Company level.
- Restrict system reports like Open Items List to reflect only results against specific Business Partners for specific users.
- Exclude specific restrictions and enable read access.

Benefits

- Additional layer of authorization and security.
- Enhanced usability as only relevant data is considered.
- Safe guard company information against data theft.

Change Log

Show History...

#	Instance	Object Code	Object Code	Updated	Updated by	Created	Created By
1	1	C20000	C20000	04/09/2007	Jayson Butler	04/09/2007	Jayson Butler
2	2	C20000	C20000	04/09/2007	Jayson Butler	04/09/2007	Jayson Butler
3	3	C20000	C20000	05/31/2006	Jayson Butler	04/09/2007	Jayson Butler
4	4	C20000	C20000	05/31/2006	Jayson Butler	04/09/2007	Jayson Butler
5	5	C20000	C20000	04/10/2007	Jayson Butler	04/09/2007	Jayson Butler
6	6	C20000	C20000	04/10/2007	Jayson Butler	04/09/2007	Jayson Butler
7	7	C20000	C20000	12/31/2009	Jayson Butler	04/09/2007	Jayson Butler
8	8	C20000	C20000	11/02/2012	Jayson Butler	04/09/2007	Jayson Butler
9	9	C20000	C20000	11/07/2012	Jayson Butler	04/09/2007	Jayson Butler
10	10	C20000	C20000	11/07/2012	Jayson Butler	04/09/2007	Jayson Butler
11	11	C20000	C20000	11/07/2012	Jayson Butler	04/09/2007	Jayson Butler
12	12	C20000	C20000	11/07/2012	Jayson Butler	04/09/2007	Jayson Butler
13	13	C20000	C20000	11/07/2012	Jayson Butler	04/09/2007	Jayson Butler
14	14	C20000	C20000	11/07/2012	Jayson Butler	04/09/2007	Jayson Butler
15	15	C20000	C20000	11/07/2012	Jayson Butler	04/09/2007	Jayson Butler
16	16	C20000	C20000	11/07/2012	Jayson Butler	04/09/2007	Jayson Butler
17	17	C20000	C20000	11/19/2012	Jayson Butler	04/09/2007	Jayson Butler
18	18	C20000	C20000	11/19/2012	Jayson Butler	04/09/2007	Jayson Butler
19	19	C20000	C20000	12/03/2012	Jayson Butler	04/09/2007	Jayson Butler

OK Cancel Show Differences

Differences

#	Date	Changed Field	Previous Value	New Value	User Name
2	04/09/2007	Holiday Set Name		2007 Holidays	Jayson Butler
3	05/31/2006	Account Balance	0.00	167,331.60	Jayson Butler
3	05/31/2006	Account Balance in	0.00	167,331.60	Jayson Butler
3	05/31/2006	House Bank	BOA	BNY	Jayson Butler
3	05/31/2006	House Bank Accou	100-3443-7867	145-4267-6703	Jayson Butler
3	05/31/2006	Last Sys. Reconcili	-1	-3	Jayson Butler
3	05/31/2006	Holiday Set Name		2007 Holidays	Jayson Butler
3	05/31/2006	House Bank Accou	2	1	Jayson Butler
4	05/31/2006	Account Balance	0.00	167,331.60	Jayson Butler
4	05/31/2006	Account Balance in	0.00	167,331.60	Jayson Butler
4	05/31/2006	House Bank	BOA	BNY	Jayson Butler
4	05/31/2006	House Bank Accou	100-3443-7867	145-4267-6703	Jayson Butler
4	05/31/2006	Last Sys. Reconcili	-1	-3	Jayson Butler
4	05/31/2006	Holiday Set Name		2007 Holidays	Jayson Butler

OK Cancel

Feature

- Use the change log to gain an overview of changes in most windows of SAP Business One.
- Each time you update, for example, tax groups, withholding tax, house banks, freight, credit card, authorizations, employee master data, sales, purchasing documents, production orders, or charts of accounts, the application records the change and can show it as required in the Change Log window.

Benefit

- By tracking the change log, your auditors can more easily verify and audit G/L entries.
- Original and new values are stored and logically grouped.

Change Log Cleanup Utility

Change Logs Cleanup

Introduction
The change logs cleanup utility allows you to delete change logs of various documents and master data. Determine the range of change logs to be deleted by setting date into Logs Clean Up To.
Select the documents/master data to clean up their change logs. Executing the cleanup will delete change log entries which were created on a date which is equal or smaller than the selected date.

Warning: Deleting the change log data is irreversible

Change Logs Cleanup: Start a New Cleanup

Cleanup Scenario: CLC20170606
Cleanup Date: 06.06.17
Logs Clean Up To:
Remarks:
Execute Cancel

Select	Module	Document Name	Current Size (MB)	Status
<input type="checkbox"/>		Pick List		
<input type="checkbox"/>		Inventory Counting		
<input type="checkbox"/>	▼ Resources			
<input type="checkbox"/>		Resource Master Data		
<input type="checkbox"/>	▼ Production			
<input type="checkbox"/>		Bill of Materials		
<input type="checkbox"/>		Production Orders		
<input type="checkbox"/>	▼ Service			
<input type="checkbox"/>		Service Call		
<input type="checkbox"/>		Equipment Card		
<input type="checkbox"/>	▼ Human Resou			
<input type="checkbox"/>		Employee Master Data		

Expand Collapse

Summary:
In total, %d log entries were deleted successfully

▼ Utilities	Full Authorization	Full Authorization
Period-End Closing	Full Authorization	Full Authorization
Update Control Report	Full Authorization	Full Authorization
Check Document Numbering - Selection Cr	Full Authorization	Full Authorization
▶ Data Archive Wizard	No Authorization	No Authorization
Master Data Cleanup Wizard	No Authorization	No Authorization
▼ Change Logs Cleanup	No Authorization	No Authorization
Execute Change Logs Cleanup	No Authorization	No Authorization

Feature

- New Change Log Cleanup Utility available with B1 9.3 PL00.
- Enables users to clean up the change log to reduce the size of a company database.
- Users have the ability to determine which objects from the change log entries should be deleted and restrict the deletion to a specific date range.
- Utility subject to appropriate user authorisation.

Benefits

- Improved performance when running upgrades due to a reduced amount of data to be upgraded.
- Companies running SAP Business One for a long time with a large change log are able to delete old changes that were registered.

System Access Log

Access Log

Date From To

To view the access details of a user, double-click the relevant table row. Details

User Code	User Name	Superuser	Locked	Latest Logon	Latest Access Status	Latest Logoff	Last Password Change	No. of Failed Access Attempts
jim	Jim Boswick	No	No		N/A		04/02/2007	0
john	John Peterson	No	No		N/A		04/02/2007	0
juan	Juan Peron	No	No		N/A		06/14/2009	0
julie	Julie Bowers	No	No		N/A		06/14/2009	0
keiko	Keiko Matsui	No	No		N/A		06/14/2009	0
keith	Keith Trahan	No	No		N/A		06/14/2009	0
leo	Leo Laporte	No	No		N/A		06/14/2009	0
linda	Linda Hudson	No	No		N/A		04/02/2007	0
manager	Jayson Butler	Yes	No	03/19/2018 14:03:04	Succeeded	03/19/2018 14:02:06	03/12/2018 16:21:00	0
maria	Maria Bridi	No	No		N/A		06/14/2009	0

Access Log Details for manager

User Code User Name

Action	Client IP	Client Name	Date and Time	Reason Code	Reason Description	Windows Session	Process Name	Process ID
Logon Succeeded	10.26.137.169/192.168	TLVN60281497A	03/19/2018 14:03:04			1	SAP Business One.exe	20096
Logoff	10.26.137.169/192.168	TLVN60281497A	03/19/2018 14:02:06			1	SAP Business One.exe	20096
Logon Succeeded	10.26.137.169/192.168	TLVN60281497A	03/19/2018 14:00:00			1	SAP Business One.exe	20096
Logoff	10.97.169.0	MO-312142834	03/12/2018 19:14:00			2	SAP Business One.exe	4240
Logon Succeeded	10.97.169.0	MO-312142834	03/12/2018 17:30:00			2	SAP Business One.exe	4240
Logon Succeeded	10.97.169.0	MO-312142834	03/12/2018 15:47:00			2	SAP Business One.exe	2628

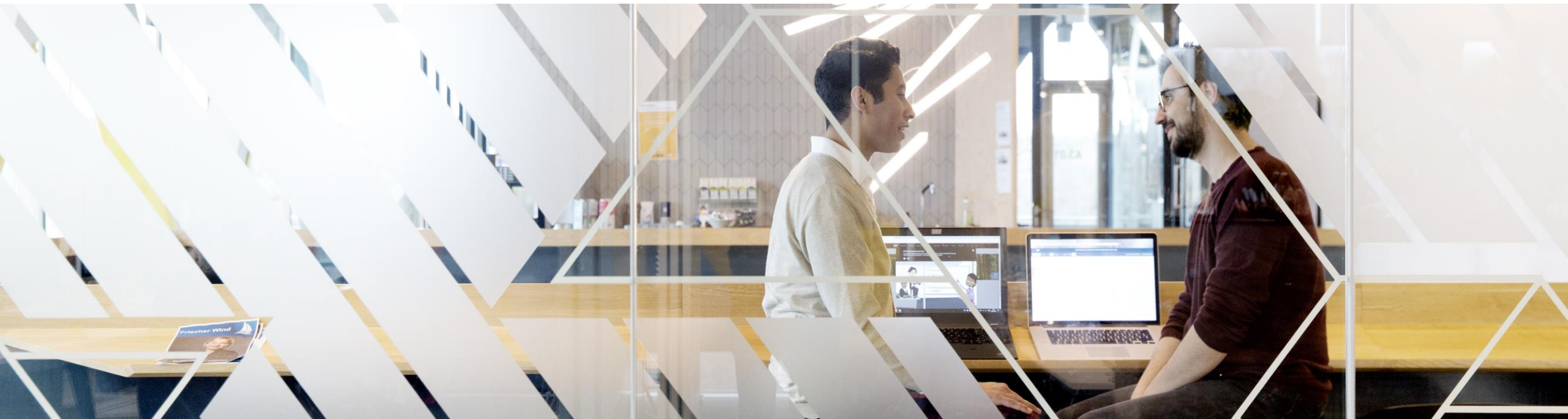
Feature

- The Access Log window displays the access details of SAP Business One users who have logged on and logged off with one of the following:
 - SAP Business One client
 - DI API

Benefits

- Tracking and recording date, time and users logging into the system.
- This is a very important prerequisite when fraudulent operations need to be analyzed and is a prerequisite for corporate governance.

GDPR / DPP relevant functionality **delivered with SAP Business One 9.3 PL04**



DPP Initialization Function

The screenshot shows the 'Company Details' window with the 'Basic Initialization' tab selected. The 'Enable Personal Data Protection Management' checkbox is highlighted with a red box. Other visible settings include:

- Chart of Accounts Template: SKR03
- Local Currency: Euro
- System Currency: Euro
- Default Account Currency: All Currencies
- Display Credit Balance with Negative Sign
- Use Segmentation Accounts
- Allow Negative Amounts for Reversal Transaction Posting
- Permit More than One Document Type per Series
- Multi-Language Support
- Use Perpetual Inventory
- Item Groups Valuation Method: Moving Average
- Manage Item Cost per Warehouse
- Use Purchase Accounts Posting System
- Allow Stock Release Without Item Cost
- Manage Serial and Batch Cost By:
 - Items Group Valuation Method
 - Serial/Batch Valuation Method
- Enable Separate Net and Gross Price Mode
- Ordering Party: [Empty]
- House Bank:
 - Default Bank Country: Germany
 - Default Bank: Deutsche Bank Privat und Geschäft
 - Default Account No.: 45679234709784567
 - Default Branch: Berlin Filiale
- Install Bank Statement Processing
- Enable Intrastat
- Enable Fixed Assets
 - Calculate Depreciation By: Month
- Enable Multiple Branches
- Mask Credit Card Number
- Enable Advanced G/L Account Determination
- Allow Selection of Any Account Type for Revenue Accounts
- Enable Project Management
- Enable Personal Data Protection Management

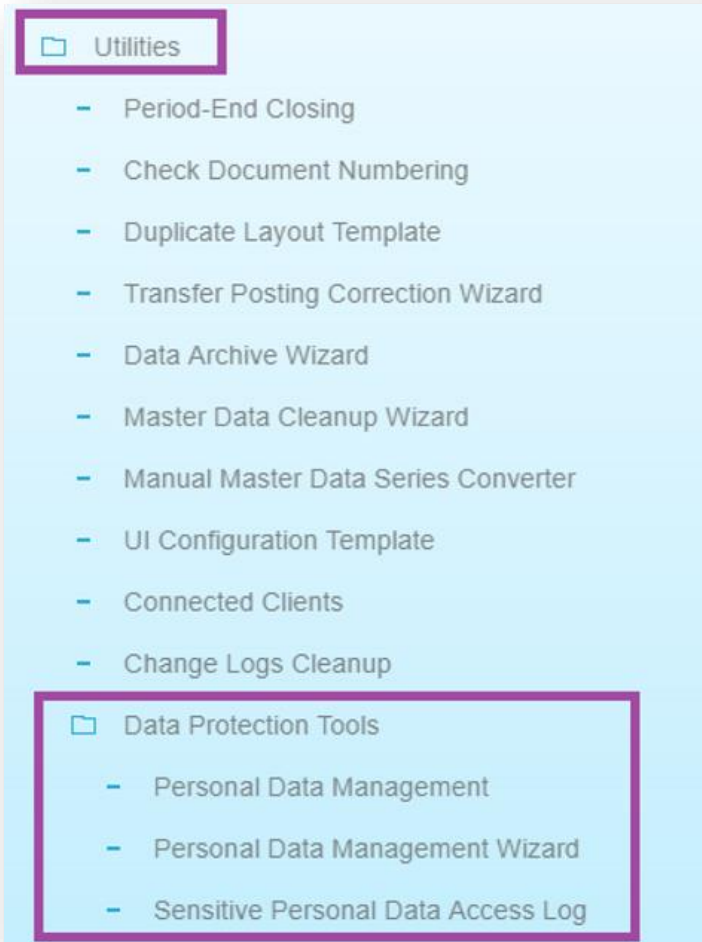
Feature

- Initialization setting on Company Details form to activate all new Data Privacy and Protection enhancements in SAP Business one.
- Automatically activated for all localizations for EU countries, Norway and Switzerland after upgrade to 9.3 PL04. It can be turned off (not recommended) before any natural person is determined and/or any personal data erasure or personal data block is executed.

Benefit

- Decide on activation of new functions to better control and contribute to GDPR and Data Privacy Protection compliance.

Data Protection Tools – Main Menu Entry



Feature

- Data Protection Tools are managed under Administration/Utilities.

Benefit

- Centralized location for managing personal data protection.

Personal Data Management Setup

Personal Data Management - Setup

#	Data Type	Data Subtype	Category	Group	Field Name	Descrip...	Database Reference	Default Data Classification	Data Classification
221	Time Sheets	Project Management Time Sheet - Header			Lastname		OTSH.Lastname	Personal	Personal
222	Time Sheets	Project Management Time Sheet - Rows			GPS Data		TSH1.GPSData	Personal	Personal
223	Incoming Payments	Incoming Payment			Address		ORCT.Address	Personal	Personal
224	Incoming Payments	Incoming Payment			Customer/Supplier Name		ORCT.CardName	Personal	Personal
225	Incoming Payments	Incoming Payment - Cheques			Account Number		RCT1.AcctNum	Personal	Personal
226	Incoming Payments	Incoming Pmt - Credit Vouchers			Credit Card No.		RCT3.CrCardNum	Personal	Personal
227	Incoming Payments	Incoming Pmt - Credit Vouchers			ID Number		RCT3.OwnerIdNum	Personal	Personal
228	Incoming Payments	Incoming Pmt - Credit Vouchers			Telephone		RCT3.OwnerPhone	Personal	Personal
229	Cheque Register	Cheque Register			Account Number		OCHH.AcctNum	Personal	Personal
230	Cheque Register	Cheque Register			BP/Account Name		OCHH.CardName	Personal	Personal
231	Marketing Documents	Mktg Docs - Row	Purchase A/P		Ship-To Description		DOC1.ShipToDesc	Personal	Personal
232	Marketing Documents	Mktg Docs - Row	Sales A/R		Ship-To Description		DOC1.ShipToDesc	Personal	Personal
233	Marketing Documents	Mktg Docs - Tax Extension	Purchase A/P	Bill To	Address Name 2		DOC12.Address2B	Personal	Personal
234	Marketing Documents	Mktg Docs - Tax Extension	Sales A/R	Bill To	Address Name 2		DOC12.Address2B	Personal	Personal
235	Marketing Documents	Mktg Docs - Tax Extension	Purchase A/P	Ship To	Address Name 2		DOC12.Address2S	Personal	Personal
236	Marketing Documents	Mktg Docs - Tax Extension	Sales A/R	Ship To	Address Name 2		DOC12.Address2S	Personal	Personal
237	Marketing Documents	Mktg Docs - Tax Extension	Purchase A/P	Bill To	Address Name 3		DOC12.Address3B	Personal	Personal

OK Cancel You Can Also

Feature

- New control to define and categorize personal Data.
- User Defined Fields (UDF) in GDPR objects can be determined as personal data.
- New entry under Data Protection Tools.

Benefits

- Centralized location for management and maintenance of Personal Data.
- Structured and categorized location.

Personal Data Management Authorizations

Connected Clients	No Authorisation
▼ Data Protection Tools	Various Authorisations
Personal Data Management	No Authorisation
▼ Personal Data Management Wizard	Full Authorisation
Personal Data Report	Full Authorisation
Personal Data Cleanup	No Authorisation
Determine Natural Person	Full Authorisation
View Sensitive Personal Data	No Authorisation
View Sensitive Personal Data Access Log	No Authorisation

Feature

- Extension of General Authorizations form to support authorizations for new Data Protection Tools.

Benefits

- Ability to restrict access and set authorizations to sensitive data.
- Ability to restrict access to the various functions under Data Protection Tools.

Personal Data – Change Log Enhancements

The screenshot displays three windows from an SAP system:

- Activity Window:** Shows details for a 'Phone Call' activity. Fields include: Activity Type (General), Subject (empty), Assigned To (User - Jayson Butl), Assigned By (Jayson Butler), Number (2), BP Code (C20000 - Customer), BP Name (Maxi-Teq), Contact Person (Max Teq), and Telephone No. (555-0139). There is a checkbox for 'Personal' which is currently unchecked.
- Change Log... Window:** A table showing change log entries for the activity.

#	Instance	Object Code	Object Code	Updated	Updated by	Created	Created By
1	1	2	2	03/21/2018	Jayson Butler	C20000	Jayson Butle
2	2	2	2	03/21/2018	Jayson Butler	C20000	Jayson Butle
- Differences Window:** A table showing field differences for the activity.

#	Date	Changed Field	Previous Value	New Value	User Name
2	03/21/2018	Telephone	555-0137	555-0139	Jayson Butler

Feature

- New GDPR objects supported in the Change Log: Activities, Checks for Payments, Service Contracts.

Benefit

- Logging changes (date, time, owner) to personal data is a critical requirement of GDPR.
- Change log needs to be available everywhere personal data are stored and maintained.

Sensitive Personal Data – Access Log (Germany only)

The image shows two overlapping SAP windows. The background window is 'Employee Master Data' for employee 'Bernhard Heinrich' (Employee No. 5). The foreground window is 'Sensitive Personal Data Access Log' for the same employee, showing a table of access events from 19.02.2018 to 19.03.2018. The 'manager' user is highlighted in the log. A context menu is open over the 'Display Sensitive Data' button in the Employee Master Data window.

Employee Master Data Fields:

- First Name: Bernhard
- Middle Name:
- Surname: Heinrich
- Job Title: Vertrieb
- Position: Vertrieb
- Department: Vertrieb
- Branch: Haupt
- Manager: Leitner, Robert
- User Code: bernhard
- Sales Employee: Bernhard Heinrich
- Cost Centre:

Sensitive Personal Data Access Log Table:

User Code	User Name	Superuser	Locked	Canceled	Latest Data Access
friedric	Friedrich Günthe	No	No	N	
georg	Georg Travnick	No	No	N	
gunther	Günther Zeiner	No	No	N	
gustav	Gustav Kilian	No	No	N	
hermann	Hermann Ludger	Yes	No	N	
hinrich	Hinrich Günter	No	No	N	
ingolf	Ingolf Müller	No	No	N	
isabel	Isabel Meißner	No	No	N	
johann	Johann Brugstall	No	No	N	
karl	Karl Salzberger	No	No	N	
kolman	Kolman Winfried	No	No	N	
konrad	Konrad Eberhart	No	No	N	
kora	Kora Adelheid	No	No	N	
manager	Robert Leitner	Yes	No	N	19.03.2018 00:15:30
maria	Maria Breil	No	No	N	
marianne	Marianne Wolling	No	No	N	
olaf	Olaf Böhm	No	No	N	
stephan	Stephanie Hofma	No	No	N	

Personal Sensitive Data Access Log - manager Table:

Access Channel	Object Type	Key/...	Data Subject	Accessed Property	Access Time
UI	Employees	5	EMP 5	Religion	19.03.2018 00:15:30
UI	Employees	5	EMP 5	Religion of Partner	19.03.2018 00:15:30
UI	Employees	5	EMP 5	Religion	19.03.2018 00:15:30
UI	Employees	5	EMP 5	Religion of Partner	19.03.2018 00:15:30

Feature

- Control by log/record of any access to a special category of personal data – sensitive personal data.
- In the core SAP Business One application it affects the German localization only.
- Values are encrypted in the database.
- Values are hidden by default on User Interface – special authorization and control needed to unhide and display the value.

Benefit

- Selected authorized users can view hidden sensitive personal data values.

Determine Natural Person

Personal Data Management Wizard

1 Wizard Run Selection

2 General Parameters

3 Selection Criteria

4 Report Results

Personal Data Management

1 Wizard Run Selection

2 General Parameters

3 Selection Criteria

4 Report Results

5 Save Options

6 Summary Report

General Parameters

Select this action when you wish to determine Business partners, Employees, Users and Contact Persons as Natural Persons (Set On the setting Natural Person in the related Master Data).
The wizard entries Personal Data Report and Personal Data Cleanup can be applied on natural persons only.

Business Partner Master Data

Code: Manuell CS9998 Customer
Name: Web Einmalkunde
Foreign Name:
Group: Kunden
Currency: Euro
Federal Tax ID:
Local Currency:
Account Balance: 0,00
Deliveries: 614,52
Orders: 0,00
Opportunities:
Sales Employee: Verkaufler
Language: German

Personal Data Protection

Natural Person
Status: None

OK Cancel You Can Also

Feature

- New function under Personal Data Management Wizard which enables determining users, employees, business partners and contact persons as natural persons.

Benefit

- Helps to apply the natural person determination setting on a range of different data subjects.
- Natural Person setting is essential to use certain functions of Personal Data Tools for GDPR.

Personal Data Report (Driven by a person's request)

KEY SCENARIO / GDPR REQUIREMENT

- Natural persons are allowed to contact any organization to request details of which personal data the organization stores and processes about them.
- The organization needs to provide a report on this.

The screenshot shows the 'Personal Data Management Wizard' interface. The first screen, 'General Parameters', includes a sidebar with steps 1-6 and a main area with instructions and input fields. The second screen, 'Report Results', shows a table of personal data for three individuals: Alex Torras, Barrera, William, and Maxi-Teq.

General Parameters

Select this action when you wish to create a Personal Data Report for a natural person. The result is a report which includes the personal data of the natural person, in master data and in documents, which is held by the company.

The need to create a personal data report can be driven by a request from a natural person (Business Partner/Employees/User/Contact persons) to view any personal data held about him by the company.

Run Name: Pdm20180319n2
Run Date: 19.03.2018
Action: Personal Data Report

Personal Data Report - Report Results

Report Results display the personal data of each selected natural person. When executing the wizard, personal data report is created for each natural person. The report can be printed or sent to the natural person via mail.

#	Natural Person	Natural Person Name	Natural Person Code	Data Type	Field Name	Database reference	Value
1	Users						
2		▼ Alex Torras	19				
3				Users	User Name	OUSR_U_NAME	Alex Torras
4				Users	E-Mail	OUSR_E_Mail	alex.torras@oec.com
5	Employee Master Data						
6		▼ Barrera, William	3				
7				Employees	[Home Address]	OHEM.[Home Address]	Kings Road, 1345, S.7.&. AT, 94444
8				Employees	Last Name	OHEM.lastName	Barrera
9				Employees	First Name	OHEM.firstName	william
10				Employees	Job Title	OHEM.jobTitle	HR
11				Employees	Mobile Phone	OHEM.mobile	57-99999
12				Employees	Home Phone	OHEM.homeTel	39-88888
13				Employees	E-Mail	OHEM.email	w.bar@adc.com
14				Employees	Name Positioning Set	OHEM.namePos	Last Name, First Name
15				Employees	Religion	OHEM.Religion	
16				Employees	Religion of Partner	OHEM.RelPartner	
17				Employees	Deviating Bank Accou	OHEM.DevBAOvmer	No
18	Business Partner Master Data						
19		▼ Maxi-Teq	C20000				
20				Business Partner	[Bill To]	OCRD.[Bill To]	4417 Stonebridge Rd, Suite 500, Northampton, Northampton County, 18067
21				Business Partner	[Ship To]	OCRD.[Ship To]	4417 Stonebridge Rd, Suite 500, Northampton, Northampton County, 18067
22				Business Partner	BP Name	OCRD.CardName	Maxi-Teq
23				Business Partner	Telephone 1	OCRD.Phone1	555-0110
24				Business Partner	Fax Number	OCRD.Fax	555-0111
25				Business Partner	E-Mail	OCRD.E_Mail	info@maxi-teq.sap.com
26				Business Partner	Default Account	OCRD.DFAccount	230-6789-456464
27				Business Partner	Credit Card No.	OCRD.CrCardNum	ujenKHRO6+1/5ZYL5H10g==
28				Business Partners - Addresses	[Ship To]/[Bill To]	CRD1.[Ship To]/[Bill To]	4417 Stonebridge Rd, Suite 500, Northampton, Northampton County, 18067, PA

Feature

- New option to generate Personal Data Reports for selected natural persons.
- The report gathers personal data from master data and transactions.

Benefits

- Helps to follow up and execute natural person requests to retrieve any personal data which is held by the company.
- Helps the company verify personal data correctness following natural person feedback on personal data reports.

Reverse Natural Person Determination

Personal Data Management Wizard

1 Wizard Run Selection

2 General Parameters

3 Selection Criteria

4 Report Results

5 Save Options

General Parameters

Select this action when you need to reverse the natural person determination (set Off the setting Natural Person).

This action cannot be applied on a natural person whose personal data was already cleared (by Personal Data Cleanup).

Run Name:

Run Date:

Action:

Feature

- New function under Personal Data Management Wizard to reverse a natural person determination in case of user mistakes

Benefit

- Helps to reverse the natural person determination on a range of data subjects

Personal Data Management Wizard

1 Wizard Run Selection

2 General Parameters

3 Selection Criteria

4 Report Results

5 Save Options

6 Summary Report

Reverse Natural Person Determination - Summary Report

#	Natural Person	Natural Person Name	Natural Person Code	Error Code	Result
1	Users				
2		→ Donna Brown	→ 9		Success
3	Business Partner Master Data				
4		→ Web Customer	→ C99998		Success

Personal Data Cleanup – Irreversible Erasure of Personal Data

The screenshot displays the SAP Personal Data Management Wizard interface. The 'General Parameters' screen is active, showing instructions for erasing personal data. Below it, the 'Business Partner Master Data' screen is visible, showing various fields for a natural person, including contact information, account balance, and status. The 'Status' field is highlighted with a red box and set to 'Erased'.

Personal Data Management Wizard

1 Wizard Run Selection

2 General Parameters

3 Selection Criteria

4 Report Results

5 Save Options

6 Summary

General Parameters

Select this action when you wish to erase personal data of a natural person. Erasing personal data might be needed when:

- The purpose for which the personal data is held by the company does not exist anymore (the natural person has no business relations with the company and any financial/legal process for which this data is needed were completed).
- The company is requested by a natural person to erased his personal data.

Business Partner Master Data

Code: Manuell C20088 Customer

Name: *

Foreign Name: *

Group: Einzelhandel

Currency: Euro

Federal Tax ID: *

Account Balance: Local Currency 0,00

Deliveries: 0,00

Orders: 0,00

Opportunities: *

General

Tel 1: *

Tel 2: *

Mobile Phone: *

Fax: *

E-Mail: *

Web Site: *

Shipping Type: *

Password: *

Factoring Indicator: *

BP Project: *

Industry: *

Business Partner Type: Company

Contact Person

Contact Person ID No. 2: *

Unified Federal Tax ID: *

Remarks: *

Sales Employee: -Kein Vertriebsmitarbeiter

BP Channel Code: *

Technician: *

Territory: *

Language: German

Alias Name: *

GLN: *

Block Sending Marketing Content

From: To: Remarks: *

Personal Data Protection

Natural Person

Status: Erased

OK Cancel You Can Also

Feature

- New and very important Personal Data function under Personal Data Management Wizard to erase all personal data (by setup in Personal Data Management) of selected natural persons from master data and transactions.
- Erased data on all affected master data and transactions will be replaced with asterisks.
- Status of natural person whose personal data was erased will change to *Erased*.
- This action is irreversible and must be taken after proper consideration and checking that all data retention periods are over and there is no legal obligation to hold the data of natural person.

Benefit

- Helps to follow up and execute natural person requests to remove and erase personal data after legal periods to hold data have finished and there is no reason to block the data.

Other Important Rules in SAP Business One

Drafts: AR or AP documents and AR or AP document drafts share the same setup. Data stored in drafts can be reported but cannot be automatically / massively erased. The company needs to drop the drafts.

Credit Card Number: From 9.3 PL02, full credit card number storage and display is no longer allowed.

Personal Data Report: System groups the personal data in transactions by the content of personal data. When ship to address is the same in all the transactions, the personal data will be displayed only once and not separately for each transaction.

Personal Data Cleanup: In SAP Business One, documents need to be closed to execute cleanup.

After deleting personal data of data subject, the master data of the data subject cannot be used anymore for creating new transactions.

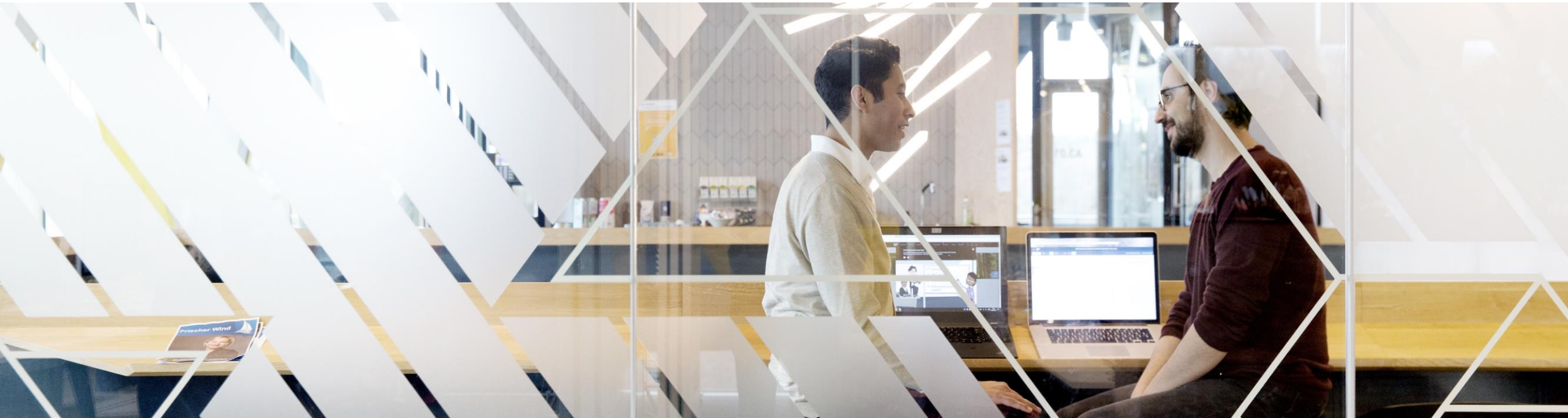
Assuming the company finalizes the financial/accounting processes within e.g. 2 years, it is recommended running personal data cleanup for business partners which are determined as natural persons, using the selection criteria "No transactions Since". By this selection criteria non active natural BPs can be identified and the company can decide whether to have a cleanup process or not.

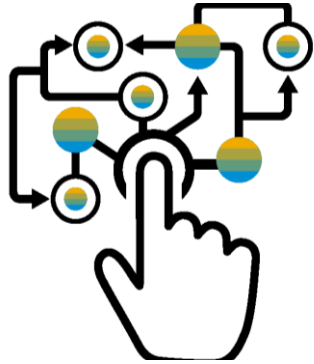
Target Group in Campaign: Lines need to be dropped manually. It is strongly recommended to drop on regular basis the campaign lines which refer to external BPs when there is no explicit consent from the data subject.

Sales Opportunities: Can go through personal data cleanup or can be dropped instead.

Attachments: In 9.3 PL04 not supported under Personal Protection Tools.

Executive Summary





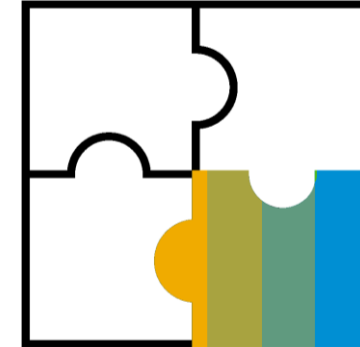
Available by design

- General Authorizations
- Data Ownership tools
- System Access log
- Change logs to various forms/screens
- Manual and selective erasure of certain personal data
- HANA Enterprise Search function to report all occurrences of natural person data (supported for SAP HANA version only)
- Data Archiving (not supported for SAP HANA version)



GDPR Relevant Data

- Any object storing personal data is relevant for the EU GDPR
- Business Partners:
 - Contact persons
 - Sales Employees and Buyers
 - End consumer customers (natural persons)
- Employees and Users
- Business Documents:
 - Activities, services, opportunities
 - Marketing documents
 - Blanket agreements / Project management



How to Manage Personal Data in SAP Business One*

- Data Privacy Tools
 - Personal Data Setup
 - Personal Data Management Wizard (Report, Data Erasure and Data Encryption / Decryption for sensitive personal data)
 - Sensitive Personal Data Access Log**
- Enhanced Change log to personal data related fields and objects

* Enhancements released with SAP Business One 9.3 PL04.

** Supported for Germany only

GDPR at SAP Business One (1/2)

General Authorizations: Authorizations allow users to view, create, and update documents and master data of business partners that you assign to them, according to data ownership definitions. By default, a new user has no authorizations. Each user can have only one manager who assigns permissions.

Data Ownership: Data ownership allows the company to have control over certain data elements. With the data owner function, user can define the rightful owner of data and information. Therefore, selected company's data can be secured and protected by the pre defined authorization. Information and data can be accessed by permitted roles and users only.

Data Archiving: Companies who have worked with SAP Business One for over two years can use the data archive wizard to archive closed transactional data relating to previous financial periods that have been closed. Closed transactional data can be closed sales and purchasing documents, reconciled journal entries, etc. Remark: this option is not supported for SAP HANA version.

System Access Log: SAP Business One allow users with special authorization to scan and review details about logs to the application such as which users logged into the system and when this action happened.

Change Log: Allowing users with assigned authorizations to check details about changes in certain fields i.e. when the change was made, storing original and updated values.

Manual erasure of personal data: Users are allowed to manually erase certain personal data unless these serve as primary keys and are used and interconnected with other objects. It is the user's responsibility to ensure that erasure of certain personal data is not in conflict with any regulations.

HANA Enterprise Search: Enterprise search enables the user to search certain fields and their values of the business objects in SAP Business One, version for SAP HANA that have been stored in the SAP HANA database server.

GDPR at SAP Business One (2/2)

Enhancements released with
SAP Business One 9.3 PL04

Personal Data Setup: Centralized place to categorize which data is personal. There are certain predefined objects which are by their nature related to natural persons. Users may perform certain customizations and extend this setting. Customized user-defined fields in the predefined objects can also be marked by users as personal.

Sensitive personal data stored in core application fields are predefined without possibility to extend to additional fields. Sensitive personal data is accessible by authorized users only.**

Access Log to Sensitive Personal Data: Tracking and logging controls to record read-access by a user to specific predefined sensitive personal data.

Personal Data Management Wizard: Includes a report which lists all records of personal related fields in a structured form. Possibility to query certain natural person and all occurrences and data stored about this natural person.

To support “right to be forgotten”, authorized users, based on their judgement, are able to erase selected personal data, provided this action is not in conflict with other legislation.

Extending Change Log to additional forms: Extending functions allowing users with assigned authorizations to check details about changes in fields stored in various objects / forms.

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