

Introduction to EU GDPR Compliance with SAP Business One

SAP Business One Product Management
October 2019

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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

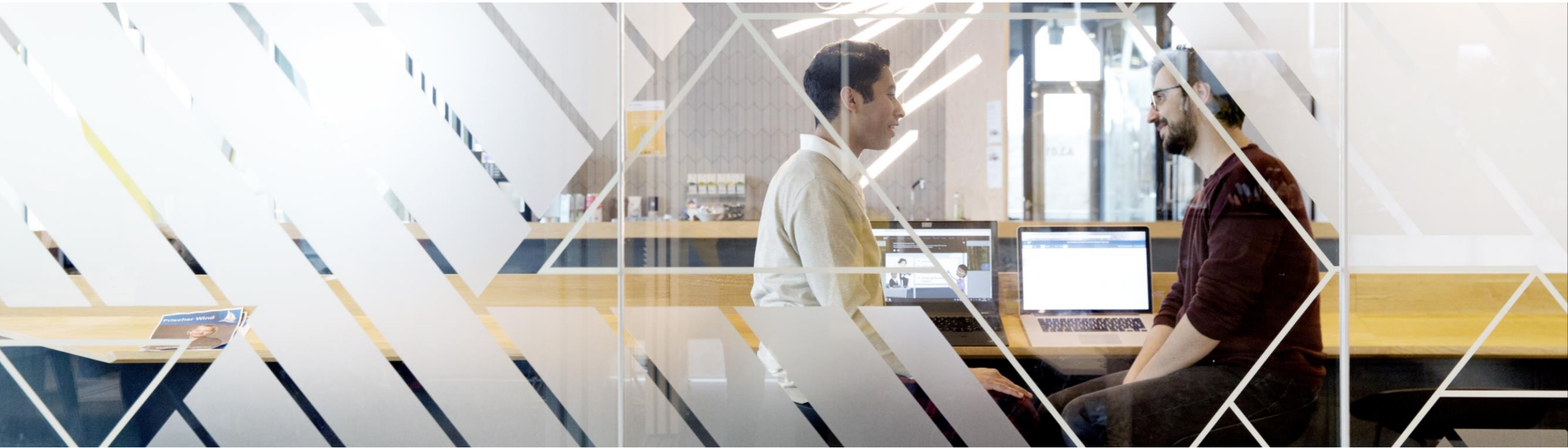
- Scope, relevancy, important to consider, due May 25, 2018

2. GDPR relevant functionality delivered as of SAP Business One 9.3 PL11

- Authorizations, Data Ownership, Change Logs, System Access Log
- Personal Data Tools - Setup and Personal Data Management Wizard (Report, Natural Person, Clean-up)
- Access log for sensitive personal data and encryption/masking of these data
- Blocking/Unblocking Personal Data and new fields supported as Sensitive Personal Data
- Bank Data handled as sensitive personal data
- Extending Personal Data Management functionality to One Time Customers
- Extending Personal Data Management functionality to Sales Employees and Buyers

3. Executive Summary

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:

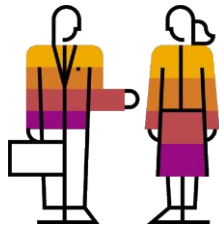
Natural persons, whatever their nationality or place of residence in the EU, in relation to the processing of their personal data.

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

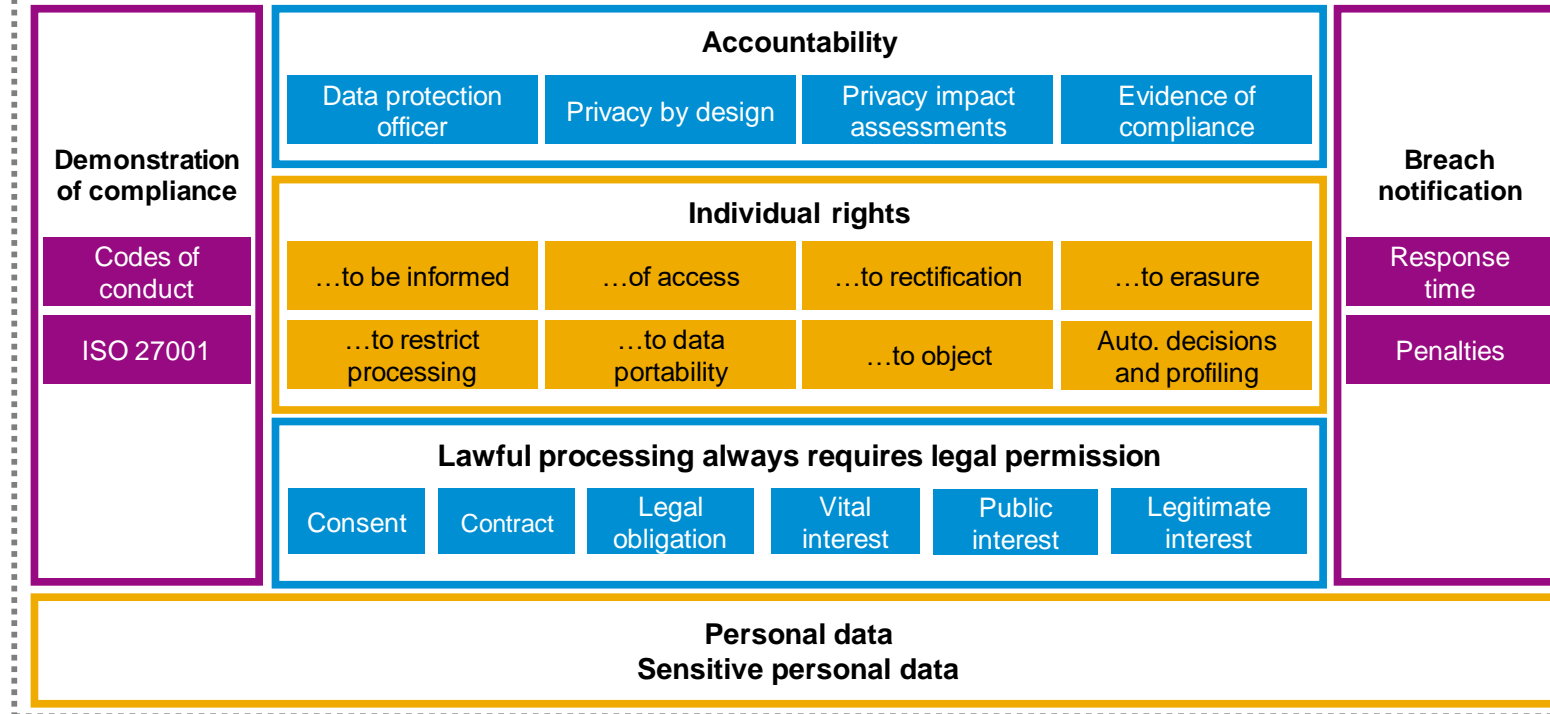
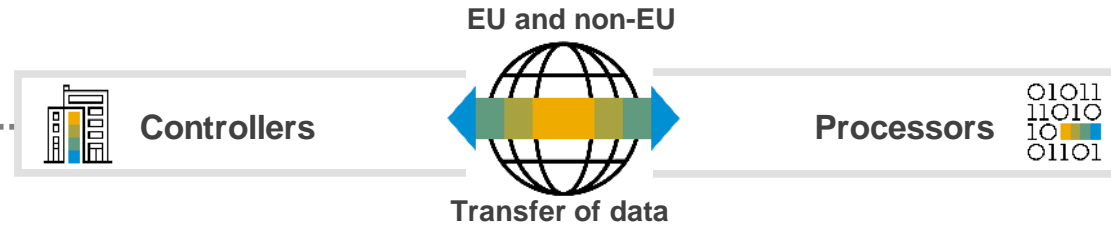
- Compliance and accountability are integral to a data protection program.
- Codes of conduct and policies can help ensure accountability.

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

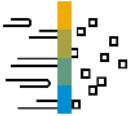
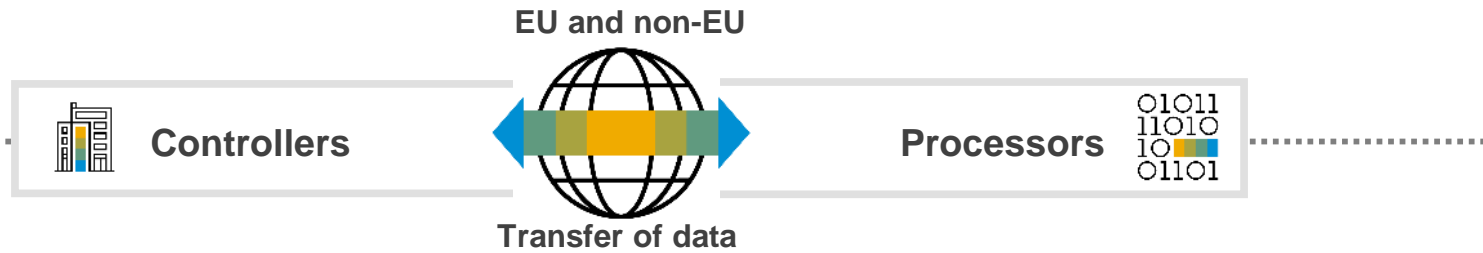


Individual rights

- 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

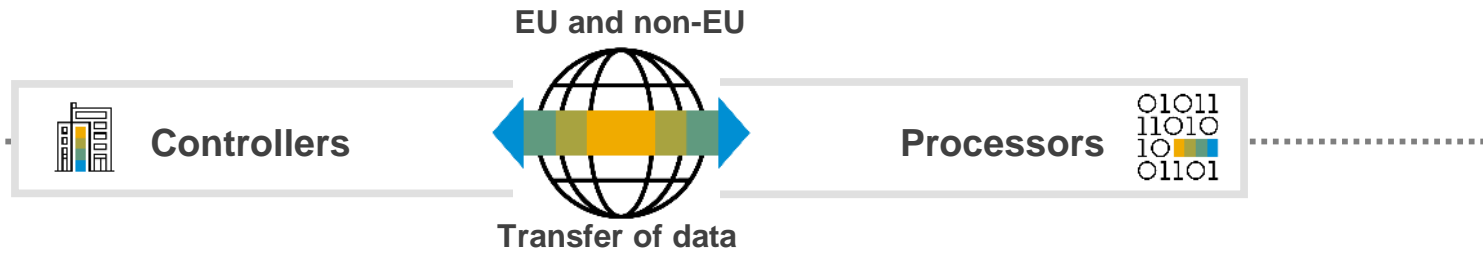


Controllers and processors

- 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



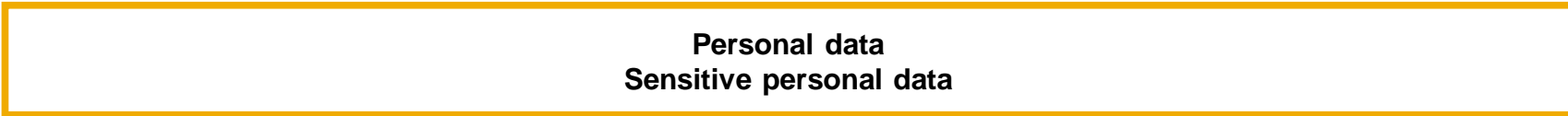
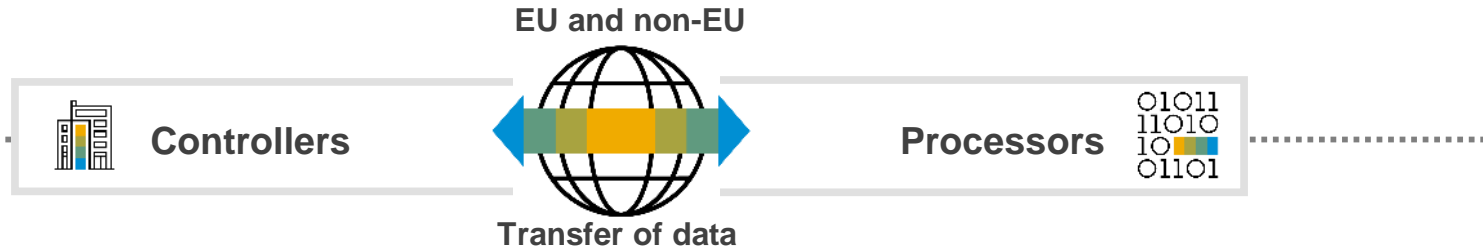
Personal Data

- 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

Personal data
Sensitive personal data

GDPR at a Glance

Protects fundamental rights related to the processing personal data

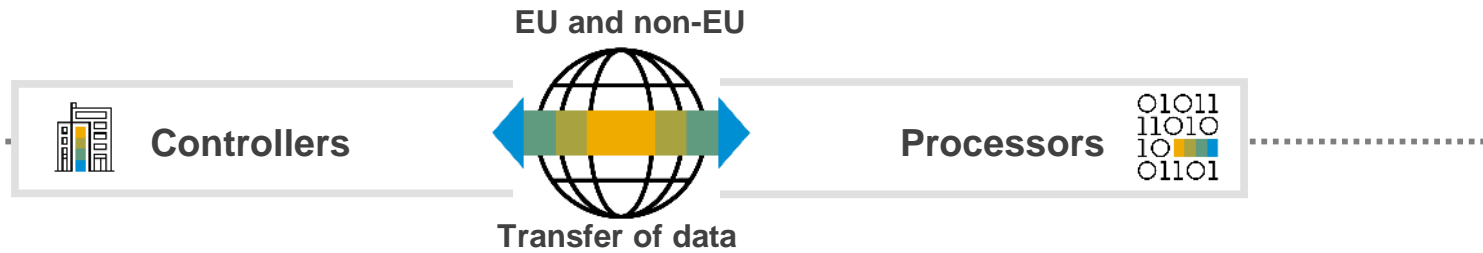


Lawful processing

- 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 | | | |
|---------------------------|------------------------|---------------------|-------------------------------|
| ...to be informed | ...of access | ...to rectification | ...to erasure |
| ...to restrict processing | ...to data portability | ...to object | Auto. decisions and profiling |

| Lawful processing always requires legal permission | | | | | |
|--|----------|------------------|----------------|-----------------|---------------------|
| Consent | Contract | Legal obligation | Vital interest | Public interest | Legitimate interest |

Personal data
Sensitive personal data

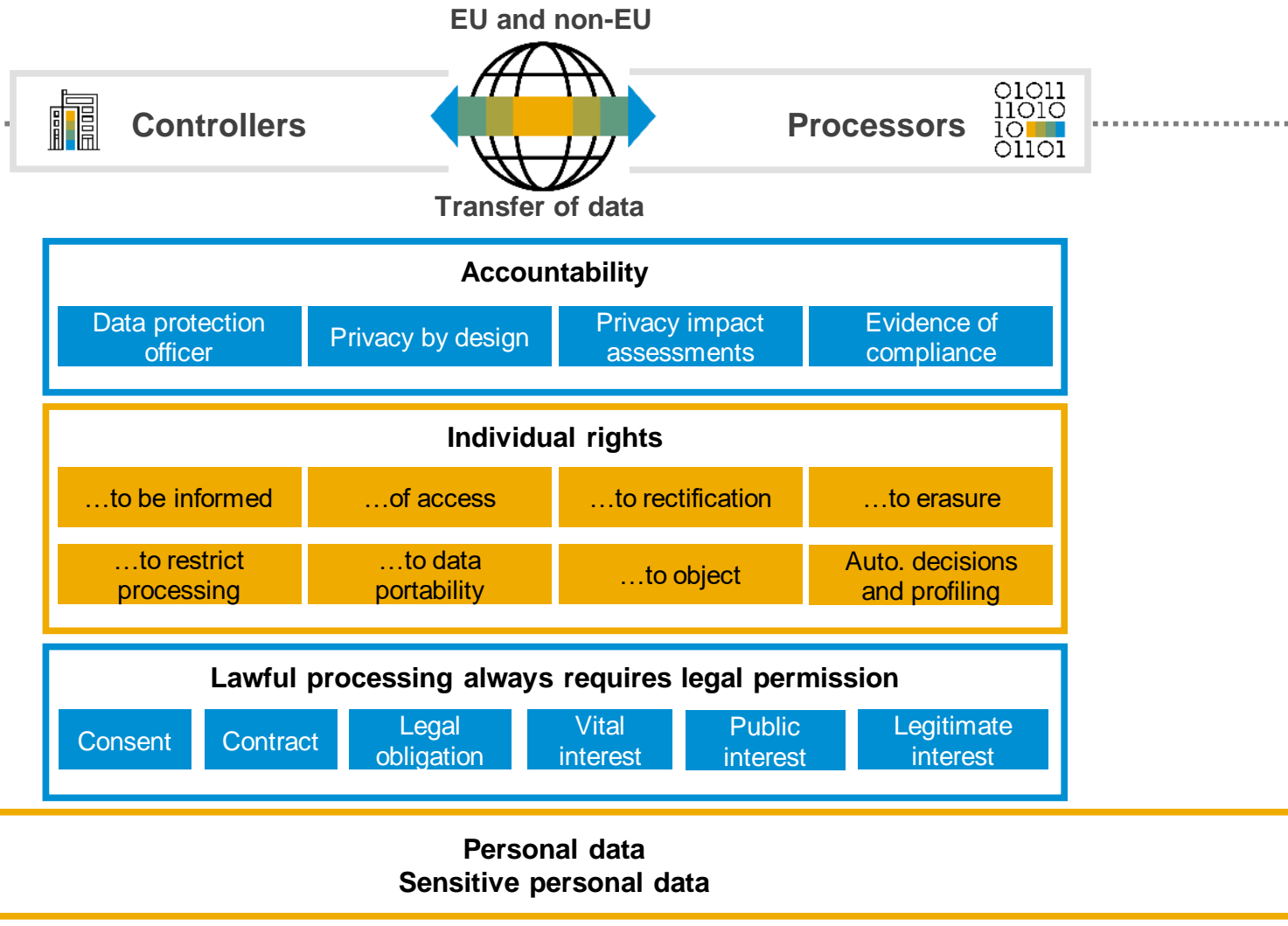
Individual rights



- 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

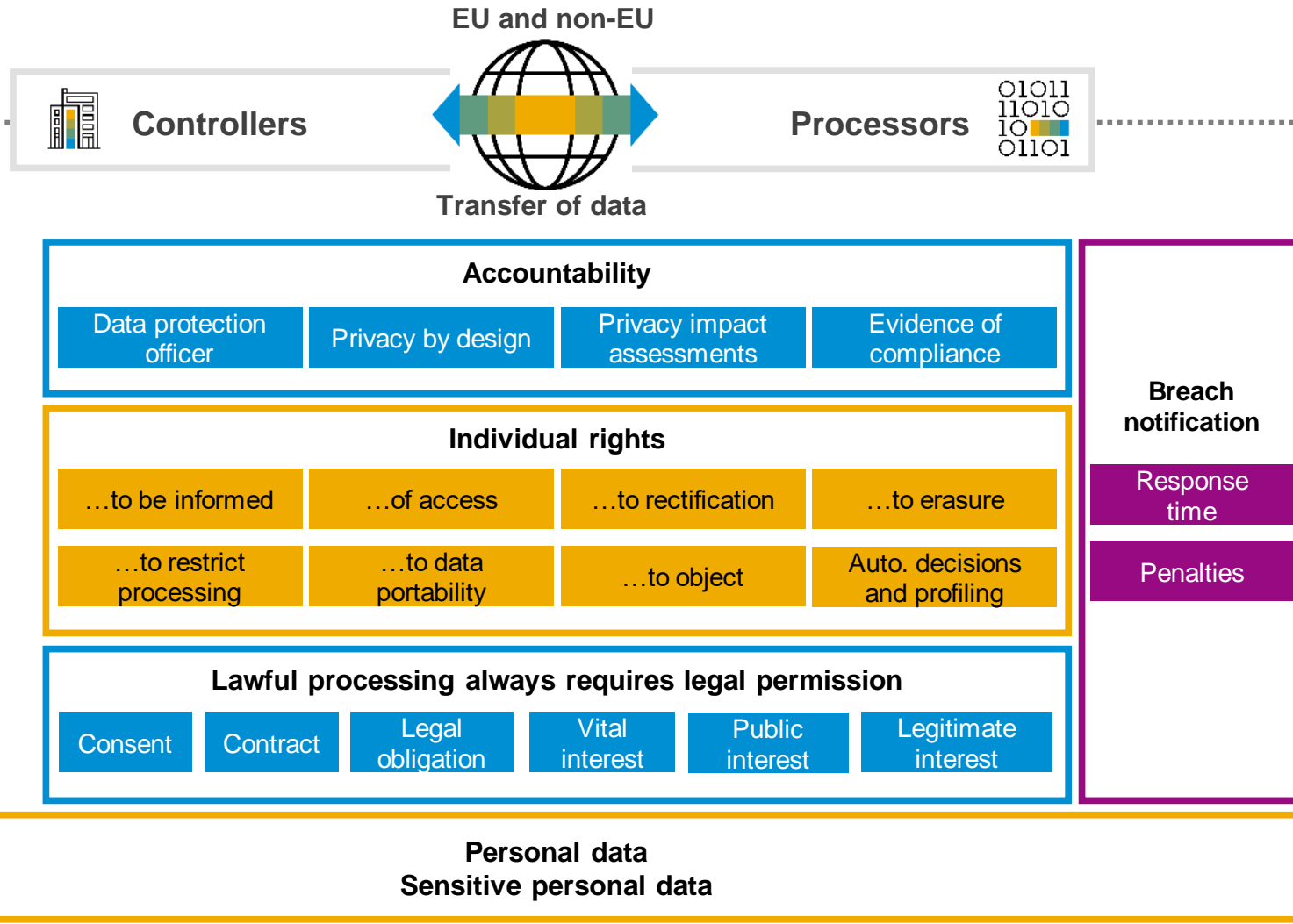


Accountability

- 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

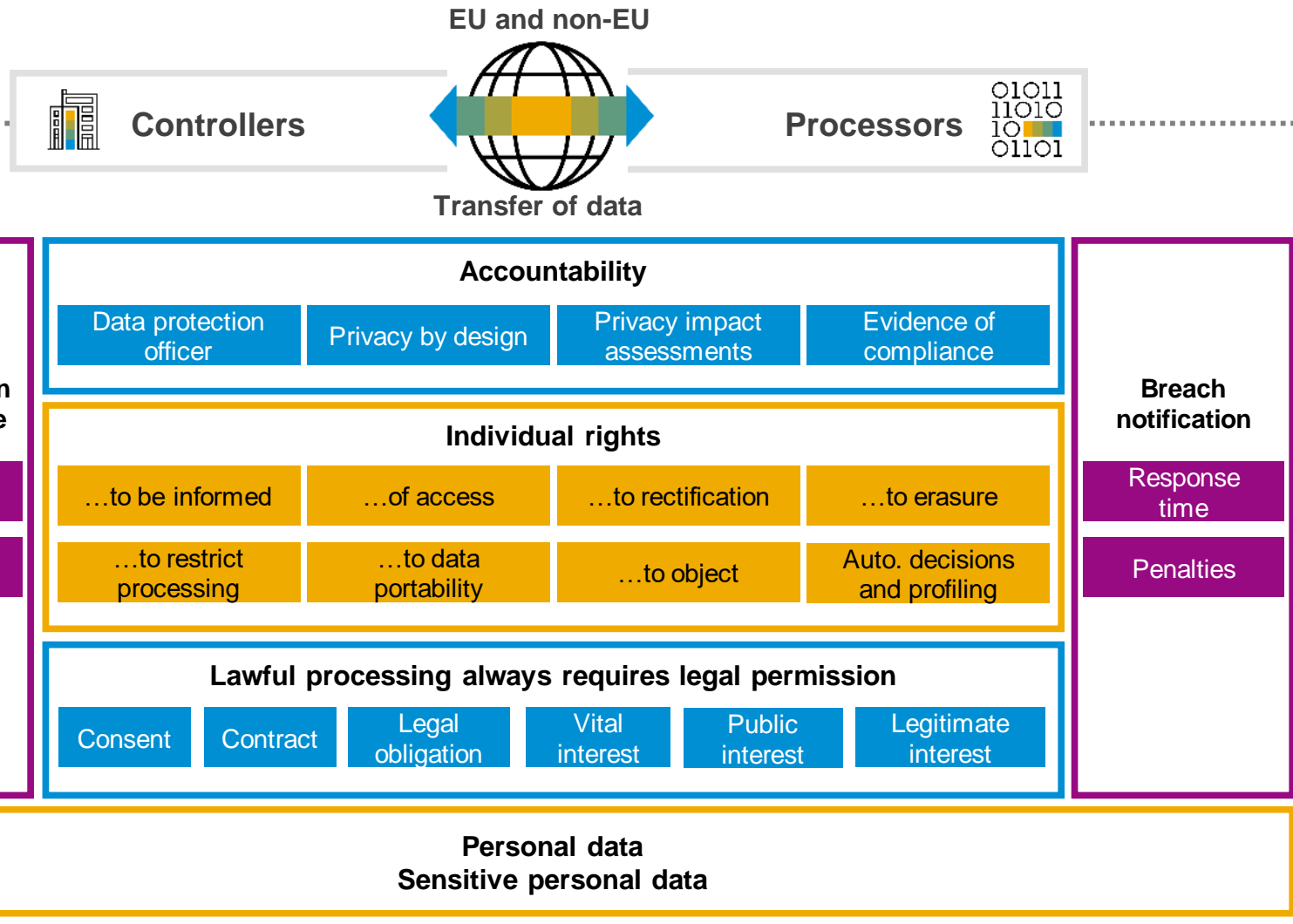


Breach notification

- 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

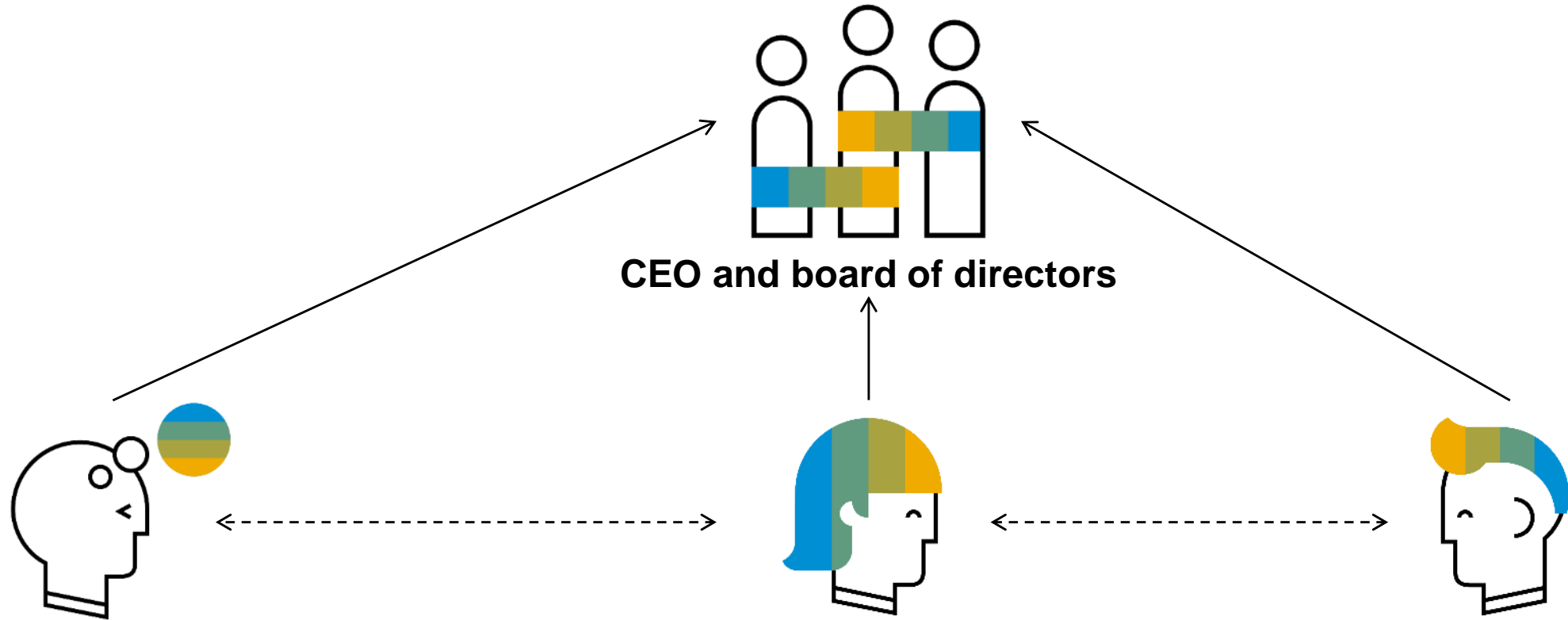
Protects fundamental rights related to the processing personal data



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



CEO and board of directors

Governance

- Chief compliance officer
- Chief risk officer
- Head of legal
- Chief audit executive

Data protection officer

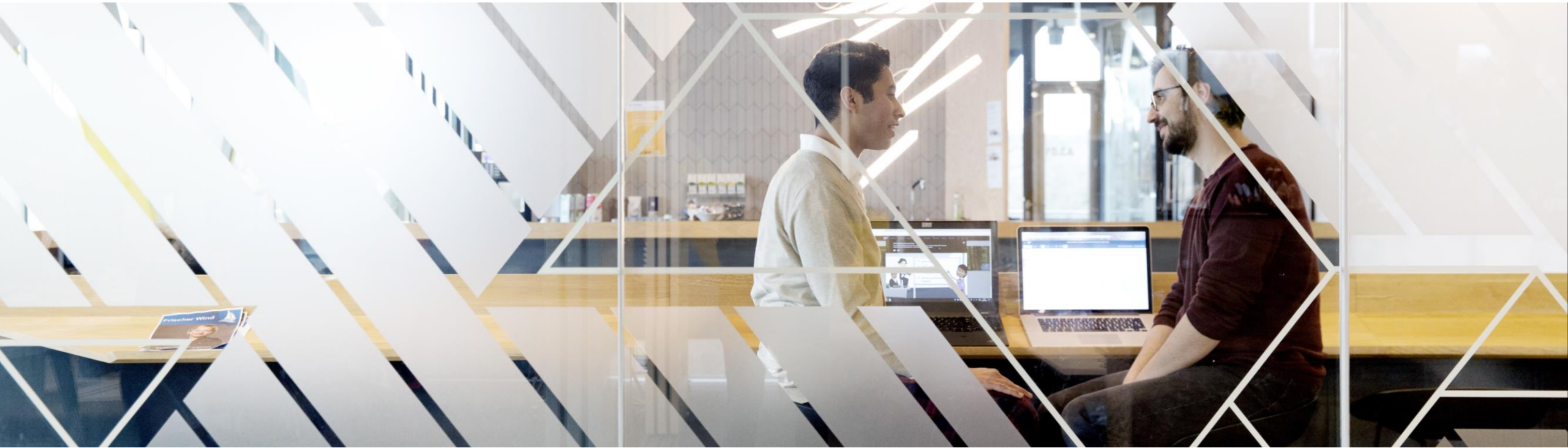
- Other data protection experts (chief data officer...)

Operations

- Chief information officer
- Chief information security officer
- Business process owners

GDPR and **SAP Business One**

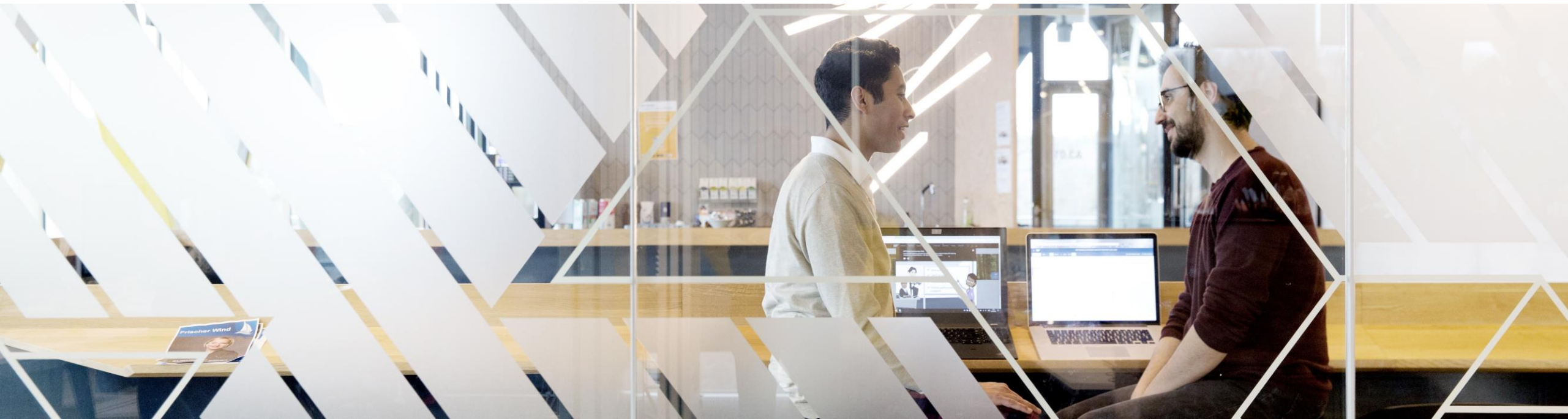
SAP Note [2519273](#) – EU General Data Protection Regulation (GDPR)



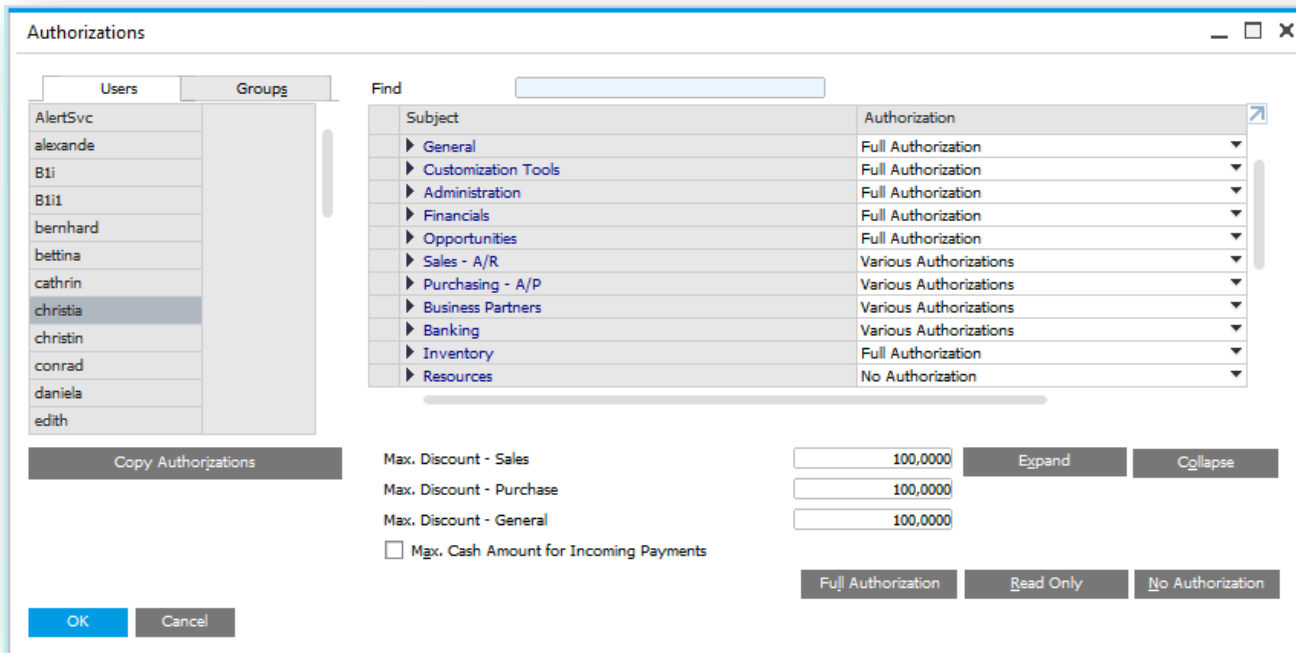
Glossary – Good to Know Key Terms

- **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 **delivered as of SAP Business One 9.3 PL11**



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

The image displays three overlapping windows from the SAP v9.3 authorization configuration interface:

- Setup - General:** A navigation pane on the left with 'User Groups' highlighted in a purple box.
- User Groups:** A main window for creating or editing groups. The 'Name' field is 'Finance'. The 'Select Type' dropdown is set to 'Authorisation'. A table lists group types: Sales, Purchase, Inventory, and Finance. The 'Active From' and 'To' dates are 01.06.17 and 30.06.17. A 'Cockpit template' dropdown is set to 'Finance'. Below is a table of users:

| # | User Code | User Name | Department | From | To |
|---|-----------|---------------|------------|----------|----------|
| 1 | Kora | Kora Dean | General | | |
| 2 | Vicky | Vicky Purchas | General | 05.06.17 | 09.06.17 |
| 3 | | | | | |
- Users - Setup:** A window for configuring a user. The 'User Code' is 'Kate' and 'User Name' is 'Kate Milton'. The 'Copy Form Settings' button is highlighted in a purple box.
- Copy Form Settings:** A dialog box with a 'Find' field and two tabs: 'Users' and 'Groups'. The 'Groups' tab is active, showing a table:

| # | Group Name | Description | |
|---|------------|-------------|-------------------------------------|
| 1 | CRM | | <input checked="" type="checkbox"/> |
| 2 | Sales | Sales | <input type="checkbox"/> |

 Below the table are checkboxes for 'User Preferences', 'Message Preferences', and 'Tooltip Preview Preferences', all of which are checked.

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', the 'Credit Limit' checkbox 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).

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 for Business Partner Master Data. It shows a table of document types and their ownership settings for different roles (Peer, Manager, Subordinate, Department, Branch, Team, Company). Below this, the 'Business Partner Master Data' window is shown, with the 'List of Employees' dialog open. The dialog lists three employees: Butler Jayson (Employee No. 1), Shone Bob (Employee No. 3), and Thompson Brad (Employee No. 2). A green arrow points from the 'List of Employees' dialog to the 'Owner' field in the Business Partner Master Data window.

| 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 |

Business Partner Master Data

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

List of Employees

| # | Last Na... | 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:

| 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 | | |

Execute Cancel

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.

Personal Data Protection Management Initialization

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 options include 'Multi-Language Support', 'Use Perpetual Inventory', and 'Manage Item Cost per Warehouse'.

| Field | Value |
|--|-------------------------------------|
| Chart of Accounts Template | SKR03 |
| Local Currency | Euro |
| System Currency | Euro |
| Default Account Currency | All Currencies |
| Display Credit Balance with Negative Sign | <input checked="" type="checkbox"/> |
| Use Segmentation Accounts | <input type="checkbox"/> |
| Allow Negative Amounts for Reversal Transaction Posting | <input type="checkbox"/> |
| Permit More than One Document Type per Series | <input type="checkbox"/> |
| Multi-Language Support | <input checked="" type="checkbox"/> |
| Use Perpetual Inventory | <input checked="" type="checkbox"/> |
| Item Groups Valuation Method | Moving Average |
| Manage Item Cost per Warehouse | <input checked="" type="checkbox"/> |
| Use Purchase Accounts Posting System | <input type="checkbox"/> |
| Allow Stock Release Without Item Cost | <input checked="" type="checkbox"/> |
| Manage Serial and Batch Cost By | Items Group Valuation Method |
| Enable Separate Net and Gross Price Mode | <input type="checkbox"/> |
| Ordering Party | |
| 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 | <input type="checkbox"/> |
| Enable Intrastat | <input type="checkbox"/> |
| Enable Fixed Assets | <input checked="" type="checkbox"/> |
| Calculate Depreciation By | Month |
| Enable Multiple Branches | <input type="checkbox"/> |
| Mask Credit Card Number | <input checked="" type="checkbox"/> |
| Enable Advanced G/L Account Determination | <input type="checkbox"/> |
| Allow Selection of Any Account Type for Revenue Accounts | <input type="checkbox"/> |
| Enable Project Management | <input type="checkbox"/> |
| Enable Personal Data Protection Management | <input checked="" type="checkbox"/> |

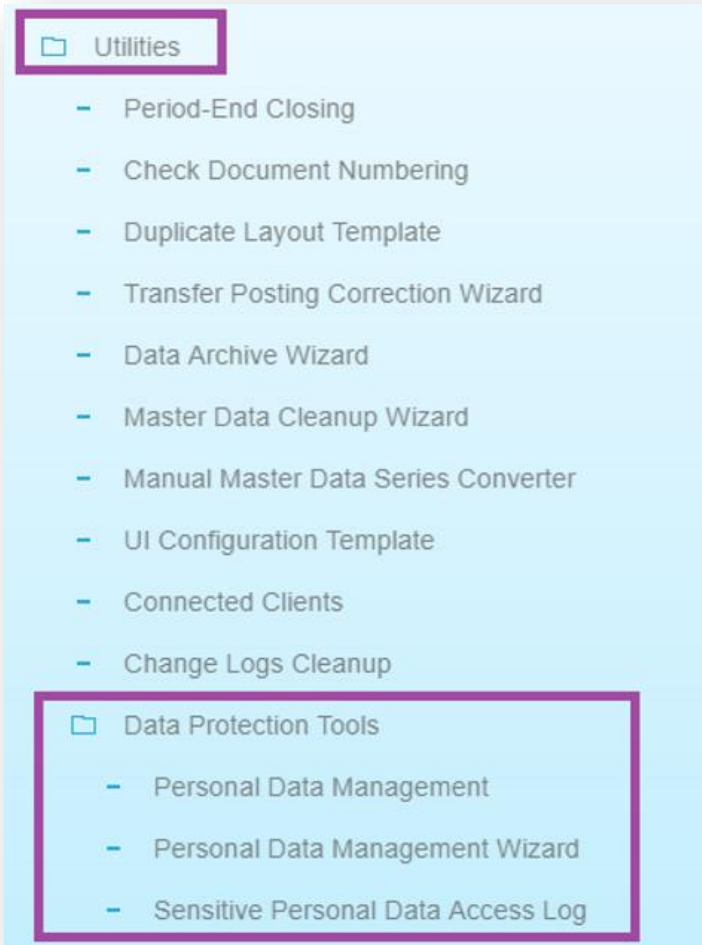
Feature

- 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.
- See SAP Note [2611748](#)

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.
- See SAP Note [2611748](#)

Benefit

- Centralized location for managing personal data protection.

Personal Data Management

| # | 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.Address25 | Personal | Personal |
| 236 | Marketing Documents | Mktg Docs - Tax Extension | Sales A/R | Ship To | Address Name 2 | | DOC12.Address25 | 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.
- See SAP Note [2611748](#)

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.
- See SAP Note [2611748](#)

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 SAP interface components:

- Activity:** A form with fields for Activity (Phone Call), Type (General), Subject, Assigned To (User: Jayson Butl), Assigned By (Jayson Butler), Number (2), BP Code (C20000), BP Name (Maxi-Teq), Contact Person (Max Teq), and Telephone No. (555-0139). A checkbox for 'Personal' is present.
- Change Log...:** A table with columns: #, Instance, Object Code, Object Code, Updated, Updated by, Created, and Created By. It shows two entries for updates on 03/21/2018 by Jayson Butler for object C20000.
- Differences:** A table with columns: #, Date, Changed Field, Previous Value, New Value, and User Name. It shows a change to the Telephone field from 555-0137 to 555-0139 on 03/21/2018 by Jayson Butler.

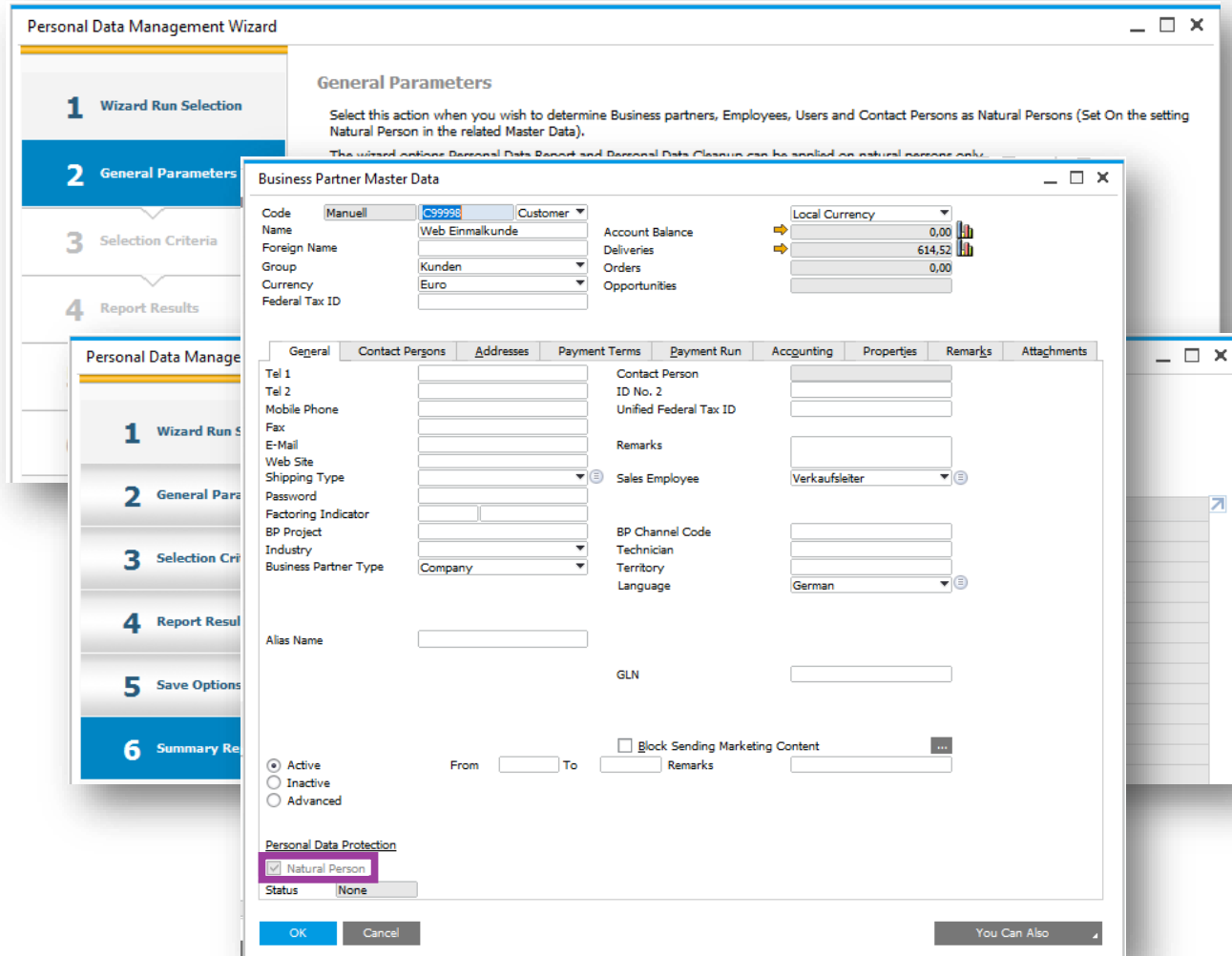
Feature

- New GDPR objects supported in the Change Log: Activities, Checks for Payments, Service Contracts.
- See SAP Note [2760218](#)

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

Determine Natural Person



Feature

- New function under Personal Data Management Wizard which enables determining users, employees, business partners and contact persons as natural persons
- See SAP Note [2611748](#)

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 part shows the 'General Parameters' step where the user has selected 'Personal Data Report' as the action. The second part shows the 'Report Results' step, which displays a table of personal data for three natural persons: Alex Torras, Barrera, william, and Maxi-Teq.

| # | Natural Person | Natural Person Name | Natural Person Code | Data Type | Field Name | Database reference | Value |
|----|------------------------------|---------------------|---------------------|-----------------------------|------------------------|--------------------------|--|
| 1 | Users | ▼ Alex Torras | 19 | | | | |
| 2 | | | | Users | User Name | OUSR_U_NAME | Alex Torras |
| 3 | | | | Users | E-Mail | OUSR_E_Mail | alex.torras@oec.com |
| 4 | Employee Master Data | ▼ Barrera, william | 3 | | | | |
| 5 | | | | Employees | [Home Address] | OHEM.[Home Address] | Kings Road, 1345, 5.7.&, AT, 94444 |
| 6 | | | | Employees | Last Name | OHEM.lastName | Barrera |
| 7 | | | | Employees | First Name | OHEM.firstName | william |
| 8 | | | | Employees | Job Title | OHEM.jobTitle | HR |
| 9 | | | | Employees | Mobile Phone | OHEM.mobile | 57-99999 |
| 10 | | | | Employees | Home Phone | OHEM.homeTel | 39-88888 |
| 11 | | | | Employees | E-Mail | OHEM.email | w.bar@adc.com |
| 12 | | | | Employees | Name Positioning Set | OHEM.NamePos | Last Name, First Name |
| 13 | | | | Employees | Religion | OHEM.Religion | |
| 14 | | | | Employees | Religion of Partner | OHEM.RelPartner | |
| 15 | | | | Employees | Deviating Bank Account | OHEM.DevBAOwner | No |
| 16 | Business Partner Master Data | ▼ Maxi-Teq | C20000 | | | | |
| 17 | | | | Business Partner | [Bill To] | OCRD.[Bill To] | 4417 Stonebridge Rd, Suite 500, Northampton, Northampton County, 18067 |
| 18 | | | | Business Partner | [Ship To] | OCRD.[Ship To] | 4417 Stonebridge Rd, Suite 500, Northampton, Northampton County, 18067 |
| 19 | | | | Business Partner | BP Name | OCRD.CardName | Maxi-Teq |
| 20 | | | | Business Partner | Telephone 1 | OCRD.Phone1 | 555-0110 |
| 21 | | | | Business Partner | Fax Number | OCRD.Fax | 555-0111 |
| 22 | | | | Business Partner | E-Mail | OCRD.E_Mail | info@maxi-teq.sap.com |
| 23 | | | | Business Partner | Default Account | OCRD.DFAccount | 239-6789-456464 |
| 24 | | | | Business Partner | Credit Card No. | OCRD.CrCardNum | ujerkHR06+1/5ZYL5H0g== |
| 25 | | | | Business Partners - Address | [Ship To]/[Bill To] | CRD1.[Ship To]/[Bill To] | 4417 Stonebridge Rd, Suite 500, Northampton, Northampton County, 18067, PA |

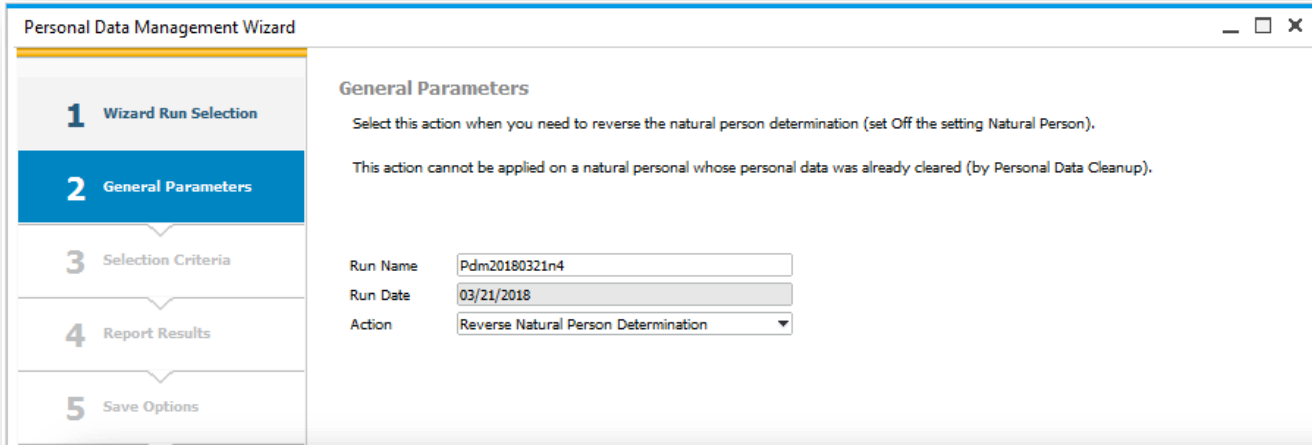
Feature

- New option to generate Personal Data Reports for selected natural persons
- The report gathers personal data from master data and transactions
- See SAP Note [2611748](#)

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

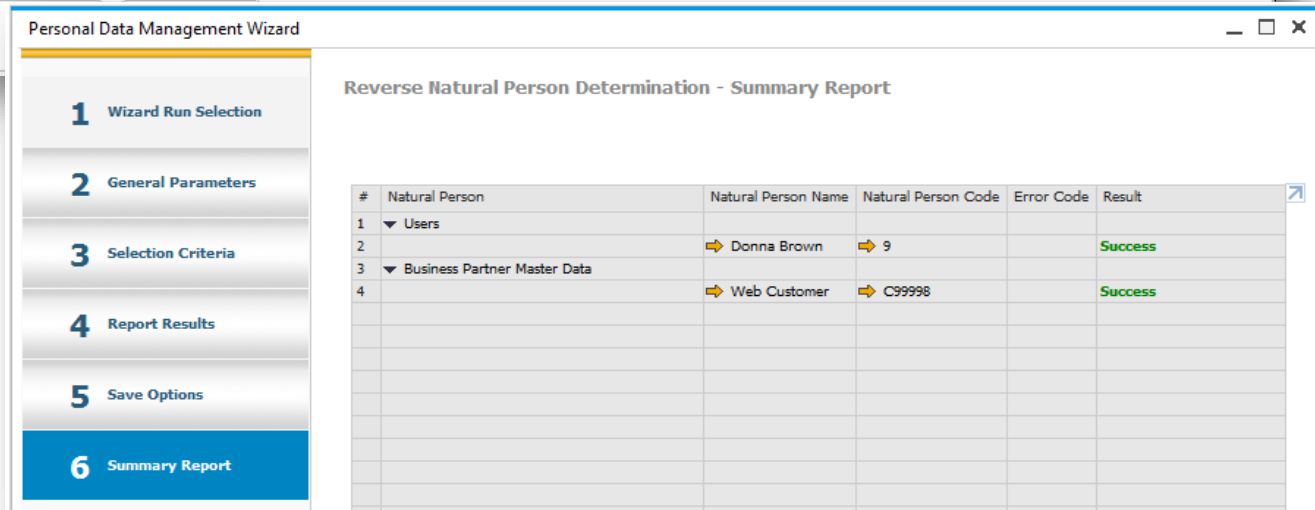


Feature

- New function under Personal Data Management Wizard to reverse a natural person determination in case of user mistakes
- See SAP Note [2611748](#)

Benefit

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



Personal Data Cleanup – Irreversible Erasure of Personal Data

The image shows two overlapping SAP windows. The background window is the 'Personal Data Management Wizard' with a sidebar showing steps 1 through 5. The foreground window is the 'Business Partner Master Data' form. In the 'General Parameters' section of the wizard, it states: '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 erase his personal data.' The 'Business Partner Master Data' form shows fields for Code (Manuell, C20088, Customer), Name (*), Foreign Name (*), Group (Einzelhandel), Currency (Euro), and Federal Tax ID. It also has tabs for General, Contact Persons, Addresses, Payment Terms, Payment Run, Accounting, Properties, Remarks, and Attachments. The 'Status' field is highlighted in purple and set to 'Erased'. The 'Personal Data Protection' section is checked for 'Natural Person'.

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
- See SAP Note [2611748](#)

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

Sensitive Personal Data – Access Log (Germany only)

The image shows two overlapping SAP windows. The top window is 'Employee Master Data' for employee 5, showing personal details like name (Bernhard Heinrich), job title (Vertrieb), and manager (Robert Leitner). The bottom window is 'Sensitive Personal Data Access Log', which displays a table of access events for various users. A context menu is open over the 'Display Sensitive Data' button in the Employee Master Data window.

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 Germany localization only
- Values are encrypted in the database when fields are set as sensitive – this setting can be changed to personal or not personal
- Values are hidden by default on User Interface – special authorization and control needed to unhide and display the value
- See SAP Note [2611748](#)

Benefit

- Selected authorized users can view hidden sensitive personal data values

Sensitive Personal Data

The screenshot shows the 'Employee Master Data' form in SAP. The 'Personal' tab is active, displaying fields for Gender, Date of Birth, Country of Birth, Marital Status, No. of Children, ID No., Citizenship, Passport No., Passport Expiration Date, Passport Issue Date, and Passport Issuer. The 'ID No.' field contains an asterisk (*), indicating it is sensitive. A context menu is open over the 'ID No.' field, with the 'Display Sensitive Data' option highlighted. Other fields like 'Passport No.' and 'Social Insurance No.' (not explicitly labeled but implied by the text) are also marked with asterisks. The 'Personal Data Protection' section at the bottom shows 'Natural Person' checked and 'Status' set to 'None'.

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 the following three fields affected:
 - ID Issued by Authorities (ID No.)
 - Passport No.
 - Social Insurance No. (Germany only)
- Values are encrypted in the database when fields are set as sensitive – this setting can be changed to personal or not personal
- Values are hidden by default on User Interface – special authorization and control needed to unhide and display the value
- See SAP Notes [2628372](#) and [2683920](#)

Benefit

- Selected authorized users can view hidden sensitive personal data values

Mark Employee Master Data Fields as Personal Data

Personal Data Management

| # | Data Type | Data Subtype | Category | Group | Field Name | Description | Database Refe... | Default Data Classification | Data Classification |
|-----|-----------|---------------------|----------|-------|--------------------|-------------|------------------|-----------------------------|---------------------|
| 83 | Employees | Employee Reviews | | | Grade | | HEM3.grade | Personal | Personal |
| 84 | Employees | Employee Reviews | | | Manager | | HEM3.manager | Personal | Personal |
| 85 | Employees | Employee Reviews | | | Reviews | | HEM3.remarks | Personal | Personal |
| 86 | Employees | Employee Reviews | | | Review Description | | HEM3.reviewDes | Personal | Personal |
| 87 | Employees | Previous Employment | | | Employer | | HEM4.Employer | Personal | Personal |
| 88 | Employees | Previous Employment | | | Position | | HEM4.Position | Personal | Not Personal |
| 89 | | | | | | | HEM4.fromDate | Personal | Personal |
| 90 | | | | | | | HEM4.remarks | Personal | Personal |
| 91 | | | | | | | HEM4.toDate | Personal | Personal |
| 92 | | | | | | | HEM6.roleID | Personal | Personal |
| 93 | | | | | | | HEM7.AG | Personal | Personal |
| 94 | | | | | | | HEM7.AN | Personal | Personal |
| 95 | | | | | | | HEM7.BankCode | Personal | Personal |
| 96 | | | | | | | HEM7.BankName | Personal | Personal |
| 97 | | | | | | | HEM7.ConName | Personal | Personal |
| 98 | | | | | | | HEM7.PmntNotes | Personal | Personal |
| 99 | | | | | | | HEM7.Sequence | Personal | Personal |
| 100 | | | | | | | OHEM.AddlAmnt | Personal | Personal |
| 101 | | | | | | | OHEM.AddlUnit | Personal | Personal |
| 102 | | | | | | | OHEM.AddrType | Personal | Personal |

Employee Master Data

First Name: George
 Middle Name:
 Last Name: *
 Employee No.: 1
 Employee Code: *
 Ext. Employee No.:
 Active Employee
 Job Title: *
 Position:
 Department: 0
 Branch: 0
 Manager:
 User Code: 0
 Sales Employee: -No Sales Employ
 Cost Center:
 Address:
 Membership:
 Administration:
 Work Address:
 Street: *
 Street No.:
 Block:
 Building/Floor/Room: *
 Zip Code:
 City:
 County:
 State:
 Country:
 Personal Data Protection:
 Natural Person
 Status: Blocked
 OK Cancel

Employee List

| # | Name | Branch | Department | Gender | Default Role | Manager |
|----|-------------------|--------|------------|--------|-----------------|------------------|
| 1 | ➔ Spear, Michael | | Sales | Male | Sales manager | |
| 2 | ➔ Milton, Kate | | Production | Female | Project manager | |
| 3 | ➔ Bridi, Maria | | Accounting | Female | Accountant | |
| 4 | ➔ Bowens, Julie | | Service | Female | Technician | |
| 5 | ➔ Buyer, Fred | | Service | Male | Technician | |
| 6 | ➔ Chan, James | | Purchase | Male | Purchasing | |
| 7 | ➔ Purchase, Vicky | Main | General | Female | Purchasing man | ➔ *, George |
| 8 | ➔ Butler, Jayson | Main | General | Male | | |
| 9 | ➔ Levine, Bill | Main | Sales | Male | Sales Employee | ➔ Butler, Jayson |
| 10 | ➔ *, George | 0 | 0 | * | WH manager | |

OK

Feature

- Additional *Employee Master Data* object fields are
 - Added to *Personal Data Management*
 - Shown in *Personal Data Management Wizard*
 - Classified as *Personal* in *Personal Data Management* but can be amended depending on the business requirements
- New field *Employee Code* in *Employee Master Data* for issuing employees with an ID number from SAP Business One – classified as personal data in *Personal Data Management*
- Field *Employee No.* cannot be classified as personal data in *Personal Data Management*
- Some fields, e.g. *Attachment Entry* are classified as *Not Personal* by default but can be amended in the *Personal Data Management*
- Reports show the encrypted personal data
- See SAP Note [2801441](#)

Benefit

- Employee master data can be blocked

Personal Data Blocking

The image shows two screenshots of the SAP Personal Data Management Wizard and the Business Partner Master Data dialog.

Top Screenshot: Personal Data Management Wizard - General Parameters

Wizard Run Selection

1 Wizard Run Selection

2 General Parameters

3 Selection Criteria

4 Report Results

5 Save Options

General Parameters

Select the action "Block Personal Data" to block access to the personal data of a natural person. Personal data may no longer be needed for the purposes that they were collected for, expire, extensions or overrulings may be given as mandated by law. Once blocked, the personal data are retained but not accessible or visible unless until person records cannot be used in future marketing documents or other business processes.

Run Name: Pdm20180705n3

Run Date: 05.07.18

Action: Personal Data Blocking

Business Partner Master Data

Code: Manual C80000 Customer

Name: *

Foreign Name:

Group: Construction

Currency: British Pound

Federal Tax ID:

General | Contact Persons | Addresses | Payment Terms

Tel 1:

Tel 2:

Mobile Phone:

Fax:

E-Mail:

Web Site:

Shipping Type:

Password:

Factoring Indicator:

BP Project:

Industry:

Business Partner Type: Company

Personal Data Protection

Natural Person Status: Blocked

Alias Name:

Active

Inactive

Advanced

From: To: Remarks:

OK Cancel

Expand All Collapse All

Back Next Close

Bottom Screenshot: Personal Data Management Wizard - Summary Report

1 Wizard Run Selection

2 General Parameters

3 Selection Criteria

4 Report Results

5 Save Options

6 Summary Report

Personal Data Blocking - Summary Report

| # | Natural Person | Natural Person Code | Natural Person Name |
|---|------------------------------|---------------------|---------------------|
| 1 | Business Partner Master Data | | |
| 2 | | C80000 | * |

Feature

- Block access to personal data of natural persons
- Personal data cannot be accessed unless unblocked
- Once blocked these natural person records cannot be used in future marketing documents
- Natural person data undergone blocking has status Blocked
- Data blocking is reversible (see next slide) – different from Data Erasing
- See SAP Note [2628372](#)

Benefit

- Personal data is required to be erased once retention of this data expires, however, blocking allows personal data retention for specific purposes and processes (legal regulations) e.g. extensions or overruling mandated by law
- Data encrypted and unavailable for future transactions

Personal Data Unblocking

The image shows two screenshots from the SAP Personal Data Management Wizard. The top screenshot shows the 'General Parameters' step, where the 'Action' is set to 'Personal Data Unblocking'. The bottom screenshot shows the 'Summary Report' step, displaying a table of unblocked data.

Business Partner Master Data Dialog:

- Code: Manual, C80000, Customer
- Name: INKJeters
- Group: Construction
- Currency: British Pound
- Federal Tax ID: [Empty]

Personal Data Protection:

- Natural Person
- Status: Unblocked
- Active: Inactive: Advanced:

Personal Data Unblocking - Summary Report Table:

| # | Natural Person | Natural Person Code | Natural Person Name |
|---|------------------------------|---------------------|---------------------|
| 1 | Business Partner Master Data | | |
| 2 | | C80000 | INKJeters |

Feature

- Unblock access to personal data of natural persons that have been previously blocked
- Unblocked natural person data cannot be used in future transactions
- Unblocked natural person records can be blocked again or erased (by cleanup action)
- Natural person data undergone blocking and then unblocking has status Unblocked
- See SAP Note [2628372](#)

Benefit

- The reason for retaining expired personal data has arisen (e.g. legal reporting to an external authority) - unblocking personal data facilitates access to this data
- Unblocking decrypts personal data and is visible by users authorized for forms where this data is stored

Sensitive Personal Data – Bank Accounts of Natural Persons

The screenshot shows the 'Business Partner Master Data' window. The 'Business Partner Bank' section is expanded, showing the following details:

- Bank Country: United Kingdom
- Bank Name: Barclays Bank (House Bank 1)
- Bank Code: Barclays
- Account: *31LH9vq7qQY86eakNzIeDyS*
- BIC/SWIFT Code: *31LH9vq7qQY86eakNzIeDyS*
- Branch: 345678
- Ctrl Int. ID: *
- IBAN: *
- Mandate ID: *
- Date of Signature: *

Red arrows point from the account and BIC/SWIFT code fields to the corresponding fields in the 'Employee Master Data' window on the right.

The screenshot shows the 'Employee Master Data' window. The 'Personal Data' section is expanded, showing the following details:

- Salary: 0.00 Month
- Employee Costs: 0.00 Month
- Bank Details:
 - Bank Account No.: *31LH9vq7qQY86eakNzIeDyS*
 - Branch: 200078

The 'Personal Data Protection' section is also visible, with 'Natural Person' checked and 'Status' set to 'None'.

Feature

- Control by log/record of any access to a special category of personal data – sensitive personal data – now includes bank account data
- In the core SAP Business One application the following three fields are affected:
 - Business Partner Bank Account No.
 - Business Partner IBAN No.
 - Employee Bank Account

- Bank Account values in master data and transactions (payments, check register, bill of exchange, OPEX table, deposits, etc.) encrypted in the database
- Values hidden/masked by default on User Interface – *NOTE: manual change required when upgrading from 9.3 PL04 or 9.3 PL05*
- Access and decryption via DI API supported
- See SAP Note [2682905](#)

Benefit

- Selected authorized users can view hidden sensitive personal data values

Bank Accounts and IBAN Encryption and Impact on Payment Wizard

Important Rules

- When updating OPEX table with the payment run data, the **bank account no. and IBAN** of business partner who is determined as natural, are taken into the OPEX as **encrypted data**.

| # | Customer Code | Payee Bank Account | Payee Bank Code | Payee Bank IBAN | Payment Postin... | Payment Document ... | Payment Documen... |
|----|---------------|--|-----------------|------------------------|-------------------|----------------------|--------------------|
| 13 | C20000 | *31LH9vq7qQtY86eakNzIeDy8j+IH+HkUisTXKdhUfGo=*5577 | Barclays | * | 24.09.18 | 720.00 | GBP |
| 14 | C30000 | 23458901 | Barclays | GB69BARC20562323458901 | 24.09.18 | 1,392.00 | GBP |

- When generating the bank file in payment wizard, the encrypted data is decrypted before taken into the bank file.
- The decryption of this data when the bank file is of type EFM format, is supported only when the selected payment methods in the payment wizard run are all related to EFM format. When the wizard run involves payment methods which relate to both EFM and DLL formats and the wizard includes business partners which are determined as natural persons, the bank account and IBAN will not be decrypted before taken into the EFM bank file. A pop-up message is raised to warn users about the combination of two different bank file categories.

| | G/L ... | G/... | Code | Description | Country | Max. Incomi... | Bank Code | IBAN | Max. Outgol... | Account No | BIC/SWIFT | G/L Balance | G/L I... | Expected G/L Balance | Bank N... | Bank A... | Bank File Format... |
|---|-------------------------------------|-------|-----------------|---------------|---------|----------------|-----------|---------|----------------|------------|-----------|---------------|----------|----------------------|------------|-----------|---------------------|
| 1 | <input type="checkbox"/> | 161 | | | | | | | | | | -1,554,945.31 | | GBP -1,554,945.31 | | | |
| 2 | <input checked="" type="checkbox"/> | | Outgoing BT | Outgoing Bank | GB | | Barclays | GB69BA | | 12345678 | | | | GBP -1,554,945.31 | Barclays B | | DLL Format |
| 3 | <input type="checkbox"/> | | Outgoing BT 2 | Outgoing Bank | GB | | Barclays | GB69BA | | 12345678 | | | | GBP -1,554,945.31 | Barclays B | | DLL Format |
| 4 | <input checked="" type="checkbox"/> | | Outgoing BT 3 | Outgoing Bank | GB | | Barclays | GB69BA | | 12345678 | | | | GBP -1,554,945.31 | Barclays B | | EFM - BPP Format |
| 5 | <input type="checkbox"/> | | Outgoing Checks | Outgoing Chec | GB | | HSBC | GB15MII | | 23456789 | | | | GBP -1,554,945.31 | HSBC(Hou | | DLL Format |

Include G/L Interim Acct Balance

System Message ✕

The payment wizard run includes both EFM and DLL bank file format entries, natural person EFM bank account information will be encrypted. Do you want to continue?

Remember My Answer and Do Not Show This Message Again

- The decryption of the data when the bank file is of type .DLL format is handled by DI service (SAP Note [2633811](#)). This service is called by the payment add-on. The payment add-on identifies the fields to be decrypted by the setup in Personal Data Management.
- Once the bank file is generated with decrypted data, users need to ensure it is stored in a secure and protected location.

Default Customers for A/R Invoices and Payments – Define Natural Person

Feature

- New option to restrict searching for Default Customer for A/R Invoices and Payments
- Different Default Customers can be set per period in G/L Account Determination
- Sensitive personal data is encrypted in Default Customer Master Data and Transactions
- See SAP Note [2697426](#)

Benefit

- Compliance with GDPR requirements
- Easy to manage One Time Customers

Personal Data Management Wizard

1 Wizard Run Selection

2 General Parameters

3 Selection Criteria

4 Report Results

5 Save Options

6 Summary Report

Determine Natural Persons - Selection Criteria

Search for and choose the data subject persons you want to determine as natural persons for data protection purposes.

Users Employees Business Partners BP Contacts External BPs Search

Business Partners Default Customers for A/R Invoices and Payments

Search

| # | S. | Natural Person | Natural Person Code | Natural Person Name |
|---|-------------------------------------|------------------------------|---------------------|---------------------|
| 1 | <input checked="" type="checkbox"/> | Business Partner Master Data | | |
| 2 | <input checked="" type="checkbox"/> | | C99999 | One Time Customer |

Business Partner Master Data

Code: Manual C99999 Customer

Name: One Time Customer

Foreign Name:

Group: Small Accounts

Currency: British Pound

Federal Tax ID:

Account Balance: 463.09

Deliveries: 3,845.68

Orders: 27,775.66

Opportunities:

General Contact Persons Addresses Payment Terms Payment Run Accounting Properties

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: ID No. 2: Unified Federal Tax ID: Company Reg. No. (CRN): Remarks: Sales Employee: Sales Ma: BP Channel Code: Technician: Territory: Language: English

Personal Data Protection

Natural Person Status: None

Alias Name:

Payment Means

Currency: GBP

Check Bank Transfer Credit Card Cash

G/L Account: 161016 GBP Bank No.1 (cheques received)

Search by Bank Code

| # | Country | Bank Name | Branch | Account | Check No. | E. |
|---|----------------|---------------|--------|---|-----------|----|
| 1 | United Kingdom | Barclays Bank | 2353 | *inP/sRfmAu8a8Dhmoz8wdCieX3JENjk1/BFikVZp5M=*3829 | 1 | No |

Default Customers for A/R Invoices and Payments – Personal Data Cleanup

Feature

- Natural Person determined Default Customer for A/R Invoices and Payments have transactional information considered as personal data
- For Personal Data Cleanup on Default Customers for A/R Invoices and Payments the “Transactions Posted On or Before” field is mandatory
- Only closed marketing documents can be searched for
- See SAP Note [2697426](#)

Benefit

- GDPR compliance
- All transactional personal data deleted on cleanup

The image displays several SAP screenshots illustrating the process of personal data cleanup for default customers. The main window is the 'Personal Data Management Wizard' in the 'Selection Criteria' step. It shows a search criteria table with the following data:

| Users | Employees | Business Partners | BP Contacts | External BPs | Search |
|----------------------------------|-----------------------|---|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Business Partners | | Default Customers for A/R Invoices and Payments | | | |
| Transactions Posted On or Before | | 31.12.07 | | | |

Below the wizard, a table lists the selected natural persons:

| # | S.. | Natural Person | Natural Person Code | Natural Person Name |
|---|-------------------------------------|------------------------------|---------------------|---------------------|
| 1 | <input checked="" type="checkbox"/> | Business Partner Master Data | C99999 | One Time Customer |
| 2 | <input checked="" type="checkbox"/> | | | |

Other screenshots show the 'A/R Invoice' screen with customer C99999, the 'Incoming Payments' screen with code C99999, and the 'Payment Means' screen showing details for an American Express credit card payment.

Sales Employees and Buyers not related to Employee Master Data

Personal Data Management Wizard

1 Wizard Run Selection
2 General Parameters
3 Selection Criteria
 4 Report Results

Personal Data Report - Selection Criteria

Search for and choose the natural persons to include in the report. Natural persons can be users, employees, business partners, business partner contacts or external business partners who are determined as natural persons.

Users Employees **Business Partners** BP Contacts External BPs Search

Employees **Sales Employees and Buyers**

Active: All

Include Unblocked Sales Employees and Buyers

Search

List of Sales Employee

Find: _____

| # | Sales Employee Name | Remarks |
|---|---------------------|---------|
| 1 | Brad Thompson | |
| 2 | Jim Boswick | |
| 3 | Sales Manager | |
| 4 | Sophie Klogg | |

Choose Cancel

Clear Table Expand All Collapse All

Cancel Back Next Finish

Sales Employees/Buyers - Setup

| # | Sales Employee Name | Commission Group | Commission % | Remarks | Active | Employee | Telephone | Mobile | Fax | E-Mail | Data Protection Status |
|----|----------------------------|--------------------------------|--------------|------------|-------------------------------------|--------------|-------------|--------|-----|------------|------------------------|
| 1 | -No Sales Employee- | User-Defined Commission | | | <input checked="" type="checkbox"/> | | | | | | None |
| 2 | Sales Manager | High Commission | 10 | | <input checked="" type="checkbox"/> | | | | | | None |
| 3 | Bill Levine | High Commission | 10 | | <input checked="" type="checkbox"/> | Levine, Bill | | | | | None |
| 4 | Sophie Klogg | High Commission | 10 | | <input checked="" type="checkbox"/> | | | | | | None |
| 5 | Brad Thompson | Low Commission | 5 | | <input type="checkbox"/> | | | | | | None |
| 6 | Jim Boswick | Medium Commission | 8 | | <input checked="" type="checkbox"/> | | | | | | None |
| 7 | James Chan (Buyer) | User-Defined Commission | | | <input checked="" type="checkbox"/> | Chan, James | | | | | None |
| 8 | *Eh7ntW5HmrmLj1KmD9Fehu | Low Commission | 5 | New Employ | <input type="checkbox"/> | | * | * | * | * | Erased |
| 9 | *MckIY0hmMW2k54pDBweRg | User-Defined Commission | 3 | | <input type="checkbox"/> | | * | | | | Blocked |
| 10 | Matt Covers | User-Defined Commission | | | <input type="checkbox"/> | | 02074566445 | | | matt.cover | Unblocked |

Feature

- New option to restrict searching for Sales Employees and Buyers not related to Employee Master Data
- Sales Employees and Buyers can be:
 - Reported on
 - Cleaned up
 - Blocked
 - Unblocked
- New button in the Personal Data Management Wizard to Clear Table
- Sales Employees/Buyers – Setup
 - New column to show status of record
 - Cleaning Up, erases all personal data except for Sales Employee Name which is set into a unique dummy string
 - Blocking, personal data is encrypted
- See SAP Note [2705017](#)

Benefit

- Compliance with GDPR requirements

User-Defined Fields marked as Sensitive Personal Data

Feature

- For GDPR, user-defined fields (UDFs) that hold personal data can be marked as Sensitive Personal Data

| Field Name | Database Reference | Default Data Class. | Data Classification |
|------------|--------------------|---------------------|---------------------|
| Plot No. | CRD1.U_Plot | User Defined | Sensitive Personal |
| | | | Not Personal |
| | | | Sensitive Personal |
| | | | Personal |

- These UDFs must be Alphanumeric (type) and Text (structure)
- Encrypted data can be viewed by Authorized Personnel (right-click)
- Data Cleanup, Blocking, Unblocking applies
- Data Report shows the decrypted personal data
- See SAP Note [2716760](#)

Benefit

- Compliance with GDPR requirements

The screenshot shows the 'Business Partner Master Data' window for customer C20000. A 'Field Data' dialog box is open for the 'Plot No.' field, showing its configuration: Title 'Plot', Description 'Plot No.', Type 'Alphanumeric', Structure 'Text', and Validation 'None'. A red box highlights the 'Type' and 'Structure' fields. A red arrow points from the 'Plot No.' field in the 'Addresses' tab to the 'Field Data' dialog. Another red arrow points from the 'Display Sensitive Data' option in the context menu to the 'Plot No.' field value 'xizeKqd6ly0m4gqn+h8wryNRAL'.

The screenshot shows the 'Personal Data Management Wizard' at the 'General Parameters' step. The 'Action' dropdown is set to 'Personal Data Report', which is highlighted with a red box. A red arrow points from this dropdown to the 'Plot No.' field in the previous screenshot.

| # | Person | Natural Person Code | Natural Person Name | Data Type | Field Name | Database Reference | Value |
|----|------------------------------|---------------------|---------------------|-------------------|-------------|--------------------|--------------|
| 1 | Business Partner Master Data | | | | | | |
| 2 | | C20000 | Maxi-Teq | | | | |
| 3 | Business Partner | | | Business Partner | [Bill To] | OCRD.[Bill To] | Hendon Way |
| 4 | Business Partner | | | Business Partner | [Ship To] | OCRD.[Ship To] | Hendon Way |
| 5 | Business Partner | | | Business Partner | BP Name | OCRD.CardName | Maxi-Teq |
| 6 | Business Partner | | | Business Partner | Telephone 1 | OCRD.Phone1 | 020 5894 948 |
| 7 | Business Partner | | | Business Partner | Fax Number | OCRD.Fax | 020 5894 948 |
| 8 | Business Partner | | | Business Partner | VAT Number | OCRD.LicTradNum | GB566678929 |
| 9 | Business Partners | | | Business Partners | Plot No. | CRD1.U_Plot | 120/5585 |
| 10 | Marketing Docum | | | Marketing Docum | BP Name | ODOC.CardName | Maxi-Teq |
| 11 | Marketing Docum | | | Marketing Docum | Customer/Si | ODOC.CardName | Norm Thomp |

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: 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.

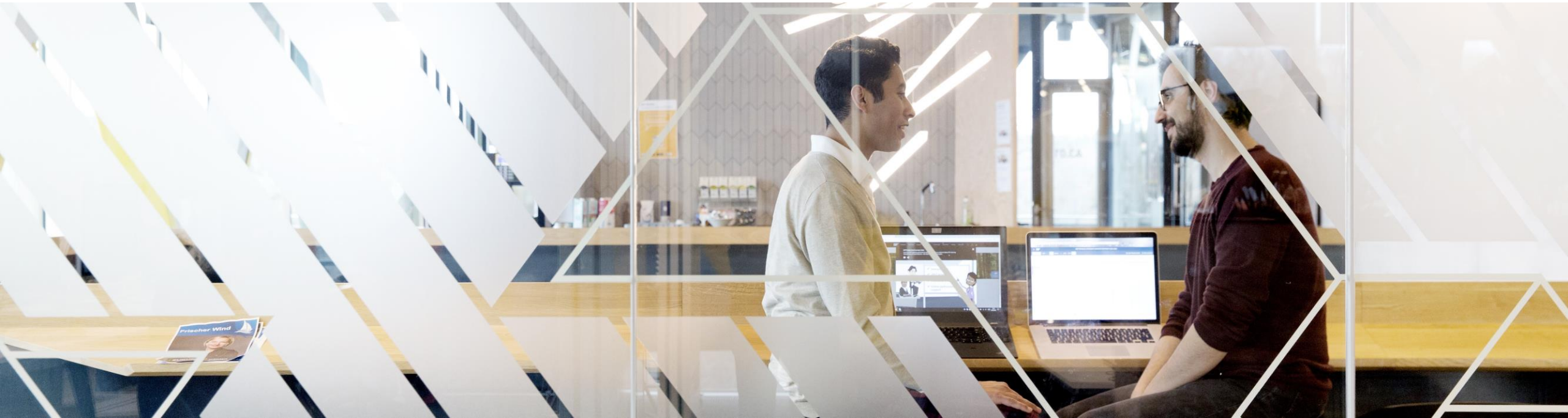
Assuming the company finalizes the financial/accounting processes within e.g. 2 years, it is recommended running personal data cleanup for business partners which are determined as natural persons, using the selection criteria “No transactions Since”. By this selection criteria non-active natural BPs 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.

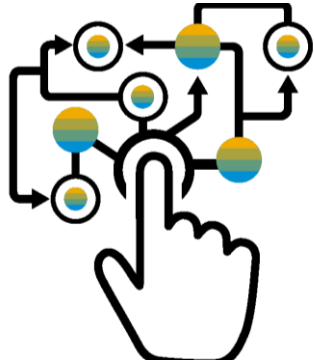
Sales Opportunities: Can go through personal data cleanup or can be dropped instead.

Attachments: Not supported under Personal Protection Tools.

Executive Summary



Delivers functionality that helps customers to comply with GDPR Data Privacy regulations (effective May 25, 2018)



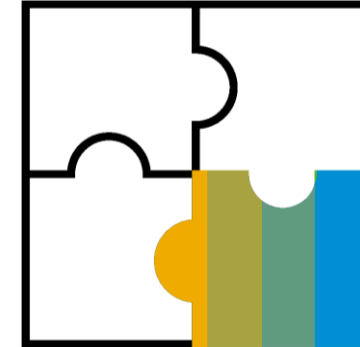
Available by design

- 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
 - End consumer customers (natural persons)
 - Bank data
- Employees and Users
- Sales Employees and Buyers
- 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, Data Block/Unblock and Determination of Natural Persons)
 - Sensitive Personal Data Access Log
- Enhanced Change log to personal data
- Personal Data Management extended to One Time Customers

* Enhancements delivered as of SAP Business One 9.3 PL11.

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 predefined 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)

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.

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.

Enables blocking personal data by making it inactive for future use and unblocking that data for (legal) reporting purposes only.

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

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.

One Time Customers: Extending Personal Data Management functionality to One Time Customers.

Employees, Sales Employees, and Buyers: Extending Personal Data Management functionality to Employees, Sales Employees, and Buyers.

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