



PUBLIC

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Help Articles for Data Security

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DATA SECURITY FEATURE AND THE DATA RETENTION POLICY SETTING

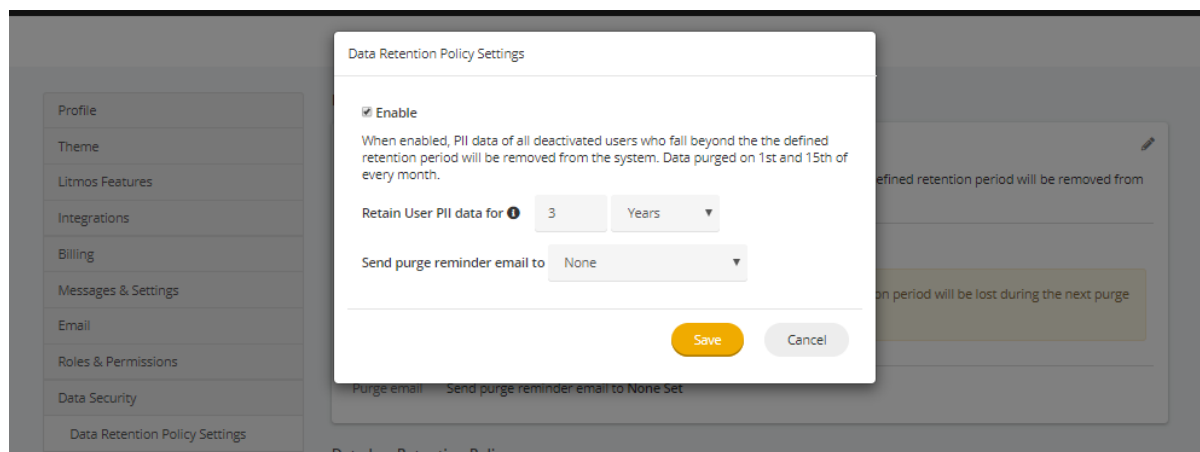
The SAP Litmos data security settings allow you to set data retention policies and data retention log policies for your organization. These settings help you comply with corporate data retention policies and laws in local jurisdictions, like the General Data Protection Regulation (GDPR) in the European Union.

The settings ensure that when there is no longer a reason for capturing and processing personally identifiable information (PII) and the retention period has expired, the PII data shall be irrecoverably erased.

How Does Data Security Work and How Do You Enable It

By default, 'Data Retention Policy' is disabled. A user with Account Owner permissions will be able to enable it and define the data retention period. When enabled, PII data for qualified users will be purged after the retention period (qualified inactive user will be irreversibly deleted) on the 1st and 15th of each month in our scheduled purge runs.

This setting can be enabled at: Account > Data Security > Data Retention Policy Settings. Note: The minimum retention period is 1 month. The retention can be set in months or years.



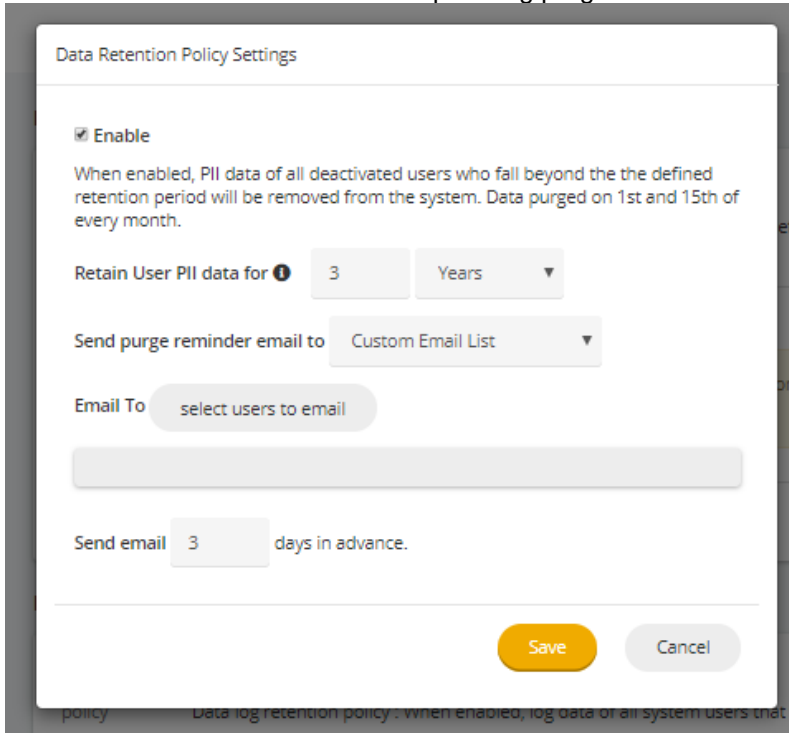
Who Will Be Affected by Enabling Data Retention Policy

Active users : Active users will not be affected by the data retention policy.

Deactivated users: Deactivated users will be affected by the data retention policy

- Only **personally identifiable data** (PII data) of deactivated users who fall outside the org defined data retention window will be purged. In other words, the data in the user's profile will be deleted, (however the user will remain in the system).
- If an admin updated an user's profile or updated their achievement that user will fall back on purge eligibility.
- **Personally identifiable data (PII data) includes all the user profile fields including, default fields, Legacy custom fields and Advanced custom fields.**

- The PII data purge job runs on 1st and 15th of every month Account Owners can set purge email reminders to be made aware of an upcoming purge.



Blocked users (NEW): Data retention policy does **not affect blocked users**.

- A deactivated user can be blocked by Account owner from data purge in case of legal conflict for example.
- Blocked users cannot be un-blocked under any circumstance (due to security reasons)

Who are Blocked Users

"Personal data shall be blocked after its originally defined retention period has expired, but additional applicable extended and overruling (mandated by law) retention period is still in place."

A deactivated user can be blocked to be protected from system purge in case of legal conflict for example. Only an Account owner is able to block a user from system purge and general view. A blocked user cannot be un-blocked (due to security reasons) and can only be deleted when the purpose of block is fulfilled.

How can an Account Owner block a deactivated user

When Data retention policy is Enabled there will be a sub-tab on the *Account >Data security> Deactivated users*. This tab will list all deactivated users, days until they will be purged, Access level and the Action (block and delete) . Here the Account owners can choose to block a user by clicking on the 'Block'.

User	Access Level	Days Until Purge	Actions
adminuser adminuser adminuser12345	Learner	1093	Block Delete
Amanda1 Lonestar amandateam	Learner	1092	Block Delete
anu Learner1 anuLearner	Learner	1085	Block Delete
anu TA anuta	Team leader	1086	Block Delete
April Test april@litmos.com	Learner	1085	Block Delete
Boogie Cousins bcousins@litmos.com	Learner		User Blocked Delete

Is There a Separate Log of the Data Security Setting Updates

There will be new *History log* that will capture field level changes to the retention policy settings and data purge details. This log is only available for the Account owners under *Account > Data security > History Logs*. Account owners can also download all the data in a CSV

Initiated By	Action Taken	New Value	Old Value	Date
Litmos LMS	Data Retention Policy Ran (3 Users Purged)			Apr 24 9:40 AM
Mahesh P	Data Retention: Reminder Email Group Updated	None	Account Owners	Apr 24 3:45 AM
Mahesh P	Data Retention: Reminder Email Start Updated	0	2	Apr 24 3:45 AM
Mahesh P	Data Retention: Reminder Email Group Updated	Account Owners	None	Apr 24 3:45 AM
Mahesh P	Data Retention: Reminder Email Start Updated	2	0	Apr 24 3:45 AM
Mahesh P	Data Retention: Reminder Email Group Updated	None	Account Owners	Apr 24 3:04 AM
Mahesh P	Data Retention: Reminder Email Start Updated	0	-65	Apr 24 3:04 AM
Mahesh P	Data Retention: Reminder Email Group Updated	Account Owners	None	Apr 24 3:04 AM
Mahesh P	Data Retention: Reminder Email Start Updated	-65	0	Apr 24 3:04 AM
Mahesh P	Data Retention: Reminder Email Group Updated	None	Account Owners	Apr 24 3:02 AM
Mahesh P	Data Retention: Reminder Email Start Updated	0	1	Apr 24 3:02 AM
Mahesh P	Data Retention: Reminder Email Start Updated	1	0	Apr 24 3:02 AM
Mahesh P	Data Retention: Reminder Email Start Updated	0	45	Apr 24 2:48 AM
Mahesh P	Data Retention: Reminder Email Group Updated	Account Owners	None	Apr 24 2:48 AM
Mahesh P	Data Retention: Reminder Email Start Updated	45	0	Apr 24 2:48 AM
Mahesh P	Data Retention: Enabled Updated	Enabled	Disabled	Apr 23 11:29 PM
Mahesh P	Data Retention: Enabled Updated	Disabled	Enabled	Apr 23 11:28 PM
Mahesh P	Data Retention: Enabled Updated	Enabled	Disabled	Apr 23 11:26 PM
Mahesh P	Data Retention: Enabled Updated	Disabled	Enabled	Apr 23 11:25 PM
Mahesh P	Data Retention: Duration Updated	3	6	Apr 23 11:24 PM

User Status: Action and Access Permissions

	Block		Purge		Deactivate		Active	
Roles	Block user	Access Blocked user	Purge user (with the DPP setting)	Access Purged user	Deactivate user	Access deactivated user	Activate user	Access Active user
Account owner	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Admins	No	No	No	No	Yes	Yes	Yes	Yes
Team Lead/Admin	No	No	No	No	Yes	Yes	Yes	Yes
Learner	No	No	No	No	No	No	No	No

DATA LOG RETENTION POLICY

SAP Litmos Log retention policy has been updated:

System log and operation data is frequently purged for system maintenance and performance. Following are the new default retention period for logs.

System Logging	Logs are Available for the below mentioned period after which they are archived (Hidden from UI) for up to 2 years
Login Activity	1 year
Emails/Messages	60 days
Actions	60 days
Assignment Logging	60 days
Setting Logging	60 days
Content Logging	60 days
File Upload Logging	60 days
API call Logs	7 days

The logs are available in the UI for 60 days after which it will be archived for up to 2 years and then be deleted permanently after that.

By **Enabling Log retention policy**, Organizations can **override the above mentioned default Log retention policy** for their account. When enabled the logs of all users will be retained for the defined retention period i.e logs older than 60 days will be archived on our servers for up to the defined retention period.

Note: The retention period will only apply from the day the settings was enabled.

Logs will purge every **24 hours** for all qualifying logs.

Where to enable data security settings

Opt-in controls are available to enable Log retention policies with every account. These settings can be enabled by Account owners from **Account > Data security settings**. Note: *The minimum retention period is set at 6 months. The retention can be set in months or years*

The screenshot shows the 'Data Log Retention Policy' settings in SAP Litmos. A modal window is open, displaying the following configuration:

- Default Log Retention Policy:** Enable. Description: Data log retention policy : When enabled, log data of all system users that fall beyond the defined retention period will be lost.
- Retain logs for:** 28 Months
- Log length:** Logs will purge every 24 hours.
- Retain logs for:** 28 Months
- Affected logs:** Affected logs
- Purge email:** Send purge reminder email to None Set

The background shows the 'Data Security' settings page with a sidebar menu containing: Profile, Theme, Litmos Features, Integrations, Billing, Messages & Settings, Email, Roles & Permissions, Data Security, Data Retention Policy Settings, Data Log Retention Policy, History Log, and Deactivated Users.

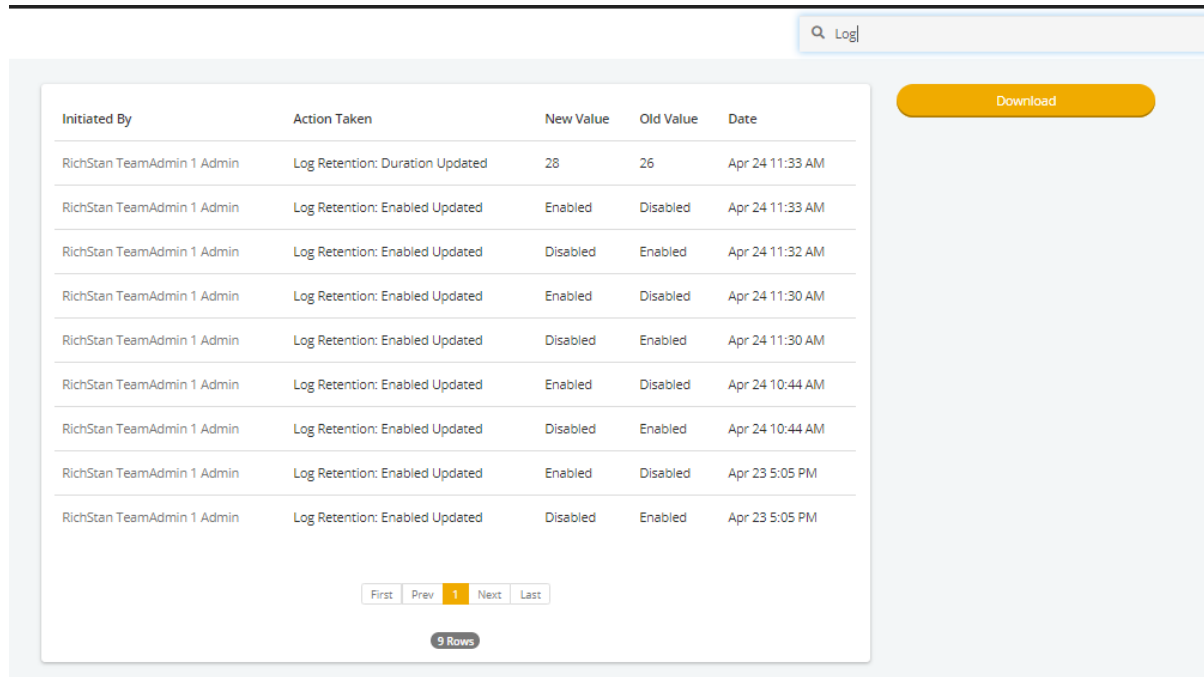
Who is affected by enabling Log retention policy

- Logs of all system users that fall outside the Org defined retention window will be purged as per the log retention policy settings.
- Blocked user's logs will not be purged , due to legal reasons as an example.
- The following Logs that will be affected as per the retention policy are
 - Login Activity
 - Email/ Messages
 - Actions
 - Assignments
 - Settings
 - Content
 - User and Account profile updates
 - Achievements
 - Report logging

When no Log retention policy is defined for an organisation the system default retention period will apply. *Note: The actual data is not affected just the event log is purged.*

Is there a separate log to track log policy setting updates

There will be new *History log* that will capture field level changes to the retention policy settings and data purge details. This log is only available for the Account owners under **Account > Data security > History Logs**. Account owners can also download all the data in a CSV



The screenshot shows a web interface for viewing logs. At the top right, there is a search bar with the text 'Log|'. Below this is a table with the following columns: 'Initiated By', 'Action Taken', 'New Value', 'Old Value', and 'Date'. The table contains 9 rows of data, all initiated by 'RichStan TeamAdmin 1 Admin'. The actions are 'Log Retention: Duration Updated' and 'Log Retention: Enabled Updated'. The 'New Value' and 'Old Value' columns show the changes made. To the right of the table is a yellow 'Download' button. At the bottom of the table, there are navigation controls: 'First', 'Prev', '1', 'Next', and 'Last'. Below the navigation controls is a '9 Rows' indicator.

Initiated By	Action Taken	New Value	Old Value	Date
RichStan TeamAdmin 1 Admin	Log Retention: Duration Updated	28	26	Apr 24 11:33 AM
RichStan TeamAdmin 1 Admin	Log Retention: Enabled Updated	Enabled	Disabled	Apr 24 11:33 AM
RichStan TeamAdmin 1 Admin	Log Retention: Enabled Updated	Disabled	Enabled	Apr 24 11:32 AM
RichStan TeamAdmin 1 Admin	Log Retention: Enabled Updated	Enabled	Disabled	Apr 24 11:30 AM
RichStan TeamAdmin 1 Admin	Log Retention: Enabled Updated	Disabled	Enabled	Apr 24 11:30 AM
RichStan TeamAdmin 1 Admin	Log Retention: Enabled Updated	Enabled	Disabled	Apr 24 10:44 AM
RichStan TeamAdmin 1 Admin	Log Retention: Enabled Updated	Disabled	Enabled	Apr 24 10:44 AM
RichStan TeamAdmin 1 Admin	Log Retention: Enabled Updated	Enabled	Disabled	Apr 23 5:05 PM
RichStan TeamAdmin 1 Admin	Log Retention: Enabled Updated	Disabled	Enabled	Apr 23 5:05 PM

ACTIVITY LOGGING OF PERSONALLY IDENTIFIABLE INFORMATION FOR USERS

Highlights:

- All user profile fields, including Custom Fields, are considered personally identifiable information (PII) by default.
- Logging for PII edits and views is enabled by default.
- Logs display original and new values for all edits made to: Account Profile and User Profile fields, and also for Reports whenever PII is produced via reporting (Account Profile logs can be viewed only by users with Account Owner access role).
- Logs are retrieved via the UI at the Dashboard Activity Logs at: Dashboard,>Activity widget,>Show all activity.
- Dashboard Activity Logs can be filtered by Category and Date Range, and can be downloaded for custom filtering.

Dashboard Activity Logs by Category: (The view to some categories is dependent on the viewer's Access

CATEGORY	ACTIONS
Actions	People Import Job Created
Actions	User Course Results Updated
Actions	Course Bulk Action: Reset Course Results
Actions	User Course Completed Date Updated
Actions	User Course Compliant Till Date Updated
Actions	User Course Access Expiration Date Updated
Actions	User Module Result Updated
Actions	User Course Due Date Updated
Actions	User Module Completed
Actions	Team Bulk Action: Deactivate Users
Actions	Two Factor Key Generated
Assignments	User Added To Course
Assignments	User Removed From Course
Assignments	User Added To Learning Path
Assignments	User Removed From Learning Path
Assignments	User Added To Team
Assignments	User Removed From Team
Assignments	Course Added To Team

CATEGORY	ACTIONS
Assignments	Course Removed From Team
Assignments	Learning Path Added To Team
Assignments	User Added To Course With Approval Request
Assignments	User Added To Learning Path With Approval Request
Assignments	User Added To Session With Approval Request
Assignments	Course Added to Team Library
Assignments	Course Removed From Team Library
Assignments	Instructor Removed From Session Day
Assignments	Course Made Available to Team Admins
Assignments	Learning Path Made Available to Team Admins
Content	Course Deleted From Learning Path
Content	Module Added To Course
Content	Module Added To Learning Path
Content	Module Deleted From Learning Path
Content	Course Added to LP Equivalency Group
Login	Login
Settings	LP Equivalency Group Created
Settings	LP Equivalency Group Deleted
Settings	Module Active Status Updated
Settings	Course Create
Settings	Course Due Date Change
Settings	Course Access Date Change
Settings	Compliance Date Change
Settings	Module Create

CATEGORY	ACTIONS
Settings	Learning Path Create
Settings	Learning Path Access Date Changed
Settings	Module Deleted
Settings	Course Deleted
Settings	Learning Path Deleted
Settings	Team Deleted
Settings	Team Created
Settings	Team Updated
Settings	Team Library Access Update
Settings	LP Equivalency Group Name Updated
Settings	User Activated / User Deactivated
Settings	User Created
Settings	User Deleted
Account	Account Name Updated
Account	Account Address 1 Updated
Account	Account Address 2 Updated
Account	Account City Updated
Account	Account State Updated
Account	Account Country Updated
Account	Account Zip Updated
Account	Account Website Updated
Account	Account Contact Name Updated
Account	Account Email Updated
Account	Account Phone Updated
Account	Account Fax Updated
Account	Account Timezone Updated

CATEGORY	ACTIONS
Account	Account Date Format Updated
Account	Account Disable User Profile Updated
Account	Account Disable Guide Help Updated
Account	Account Force Mobile App Updated
Account	Account Password Expiration Updated
Account	Account Session Timeout Updated
Account	Account Course Order Updated
Account	Account Learning Path Order Updated
Account	Account Allow User to Unenroll Updated
Account	Account Enable Prerequisite Updated
Account	Account Two Factor Updated
User Profile	Reset Password (Password Updated)
User Profile	First Name Updated
User Profile	Last Name Updated
User Profile	Username Updated
User Profile	Access Level Updated
User Profile	Email Updated
User Profile	Email Notifications/Messages Updated
User Profile	Email Notifications/Forums Updated
User Profile	Title Updated
User Profile	Manager Updated
User Profile	Company Updated
User Profile	Website Updated
User Profile	Work Phone Updated
User Profile	Mobile Phone Updated
User Profile	Skype Updated

CATEGORY	ACTIONS
User Profile	Twitter Updated
User Profile	Address 1 Updated
User Profile	Address 2 Updated
User Profile	City Updated
User Profile	State Updated
User Profile	Zip Updated
User Profile	Country Updated
User Profile	Time Zone Updated
User Profile	Language Updated
User Profile	Date Format Updated
User Profile	Custom Field 1 Updated
User Profile	Custom Field 2 Updated
User Profile	Custom Field 3 Updated
User Profile	Custom Field 4 Updated
User Profile	Custom Field 5 Updated
User Profile	Custom Field 6 Updated
User Profile	Custom Field 7 Updated
User Profile	Custom Field 8 Updated
User Profile	Custom Field 9 Updated
User Profile	Custom Field 10 Updated
User Profile	Text Notifications Updated
User Profile	User Custom Field Updated (all 25)
User Profile	Employee ID Updated
User Profile	Inactive Date Updated
User Profile	Brand Updated
Profile View	Legacy Report Viewed(only when user PII is viewed)

CATEGORY	ACTIONS
Profile View	Quick Report Viewed (only when user PII is viewed)
Profile View	Reporting Engine Viewed (only when user PII is viewed)
Profile View	User Profile Viewed
Profile View	Scheduled Report Received (only when user PII is viewed)
Emails	Timed release
Emails	Access Till Date Learning Path Reminders
Emails	Access Till Date Reminders Get
Emails	Compliance Reminder
Emails	Email Not sent
Emails	**Email sent (subject)

**Email Sent (subject) - The following emails sent are captured in the email logs.

1. Verification code email
2. Course Completed
3. Course Compliance Reminder
4. Course Due Date Reminder
5. Event/ ILT Reminder
6. New course assigned
7. New learning path assigned
8. New user welcome message & login link
9. Password reset
10. People assigned to a Team
11. Timed Release
12. Assessment Completed Course
13. Compliance Overdue Reminder

Filter ^

Category

- Account Profile
- Achievements
- Actions
- Assignments
- Content
- Emails

Date

From To

Apply
Clear All (1)

Category - UserProfile

Action	Target	Old Value	New Value	Initiated By	Date/Time
Access Level Updated	sweta 2.3instructor1	Team Leader/Team Admin	Administrator	Sweta Tumurugoti	15/05/2019 02:23:28 PM
Access Level Updated	Sweta GoogleSignIn_U1	Learner	Administrator	Sweta Tumurugoti	15/05/2019 02:06:14 PM
State Updated	Krish Na		AZ	Krish Na	15/05/2019 12:02:57 PM
Password Updated	Krish Na			Krish Na	15/05/2019 12:02:57 PM
Password Updated	Ekta Gulati			Ekta Gulati	15/05/2019 11:49:20 AM
First Name Updated	Ramyaa1 Narayanan	Ramyaa	Ramyaa1	Ramyaa1 Narayanan	15/05/2019 11:47:20 AM
Password Updated	Bava Na			Bava Na	15/05/2019 11:41:16 AM

Download

User Recent Activity Logs - The following events are captured in User Recent Activity: (The view to some events is dependent on the viewer's access role/permissions.)

1. Achievements
2. Completed Module
3. User Created
4. User Updated
5. Course Assigned To Team
6. Course Removed From Team
7. Course Added To Team Library
8. Course Deleted From Team Library
9. Learning Path Assigned To Team
10. Learning Path Removed From Team
11. Learning Path Deleted
12. Learning Path Deleted
13. User Activated
14. User Deactivated

15. Course Created
16. Course Deleted
17. Team Created
18. Learning Path Created
19. User Assigned To Learning Path
20. User Removed From Learning Path
21. Learning Path Access Date Reminder Sent
22. Learning Path Access Date Changed
23. Program Enrollment Approval Request
24. Team Deleted

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Required Cookies List

Name	Purpose	Lifespan
ASP.NET_SessionId	Tracks user session info	Until user logout
litmos_fed_session	SAML	365 days
LitmosChallenge	Two factor Authentication	Designated in account settings
LoginAuth	'Active' user Authentication	When session times out
ecommerceCookie	Adding content to user's ecommerce cart	2 days
GoogleLoginDomain	Google authentication - Login domain	1 day
GoogleLoginOrgId	Google org id - Login domain	1 day
listTilesView	User's List icon or Tiles icon preference for UI experience	30 days
listTilesViewDash	User's List icon or Tiles icon preference for UI experience	30 days
mv{videoid}	user's current position in a video	30 days
toggledmenu	Menu state preference - hide or make visible for UI experience	30 days

Note: This is an active list that will be reviewed and updated with every product update.

DATA SECURITY FAQ

Here are some frequently asked questions regarding data security.

What is your current status for deleting one off records?

Deletion of records is under the complete control of the customer, to be performed at their discretion.

What is your current status for deletion based on the retention policy schedule?

Deletion of data within Litmos is under the complete control of the customer.

Is data encrypted while in transit? If yes, what is the current type of encryption?

Yes. HTTPS with TLS is used for encryption of data in transit.



Is data encrypted at rest? If yes, what is the current type of encryption?

Yes. Our vendor deploys always-on data-at-rest encryption using secure AES-256 encryption.

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