

SECURITY PAPER

UX Score by sovanta: Data Security Protection

We take the protection of your data very seriously.



About the UX Score by sovanta

The UX Score by sovanta is a DIY tool that measures the user experience of a business application to easily identify strengths and weaknesses and increase business value in a quick and cost-effective way.

The tool's focus lies in identifying any potential for improvement in user experience based on a scientific method set and a standardized questionnaire. Moreover, it ensures that design-decisions are made and evaluated using fair evidence rather than opinions. In terms of measuring success, one can rely on UX metrics instead of mere assumptions.

The following paper describes all required compliance information for IT-security, data protection and any other legal regulations.

1. Part: Data Processing of Survey Data (User Data) in Qualtrics

Process Description

One can take two viewpoints on describing the process.

a. Specialist Process Description

User of the UX Score by sovanta can measure the user experience of any application and evaluate its painpoints. Thereby, a standardized questionnaire based on a set of verified methods is created for this review.

Those questions were designed by sovanta UX experts to control the most frequent biases within the survey. Within the process, the questionnaire can be forwarded to the survey respondents by using an anonymized link. The questionnaire takes about 10 minutes and the Qualtrics survey can be accessed with any common web browser. It is completed in the web browser of Qualtrics.

The survey is 100 percent anonymous and no personal data is collected at any time.

We note that, during the survey no personal data will be collected. The sole objective of these questions is to gain information about the handling of the software to be tested. In terms of evaluation, a review is created which derives from an interface with Qualtrics.

As soon as the survey is completed, its results will be shown at the frontend of the UX Score. Based on the findings of the questionnaires, the initial UX Score will be calculated. The UX Score consists of four different main aspects (Ease of Use, Joy of Use, Usability and Range of Use). Afterwards, the user will be presented with recommendations for improvements. By following these recommendations, one will be able to increase the calculated user experience. By creating more reviews, the impact of the measures taken becomes clearer.

b. Technical Process Description

The mail to the participants will be send out through the personal mail program of the user. Thereby, no email addresses will be saved by the UX Score tool. This mail as well as the link that it contains is not personalized. By clicking on the link, the participant will be forwarded to Qualtrics.

In order to avoid that a participant takes part in a survey repeatedly, cookies will be saved in the browser. If the participant clicks on the survey link again, Qualtrics recognizes the cookies and prevents him from partaking in the survey again. On the part of Qualtrics, the "Privacy by Default" setting has been selected which avoids that the IP address and the user-location are recorded.

To our customers and users of the UX Score, we refer to the necessity that any establishment of contact with participants must be in accordance with the DSGVO.

For any additional information to the GDPR Statement of Qualtrics, you may refer to support.uxscore@sovanta.com.

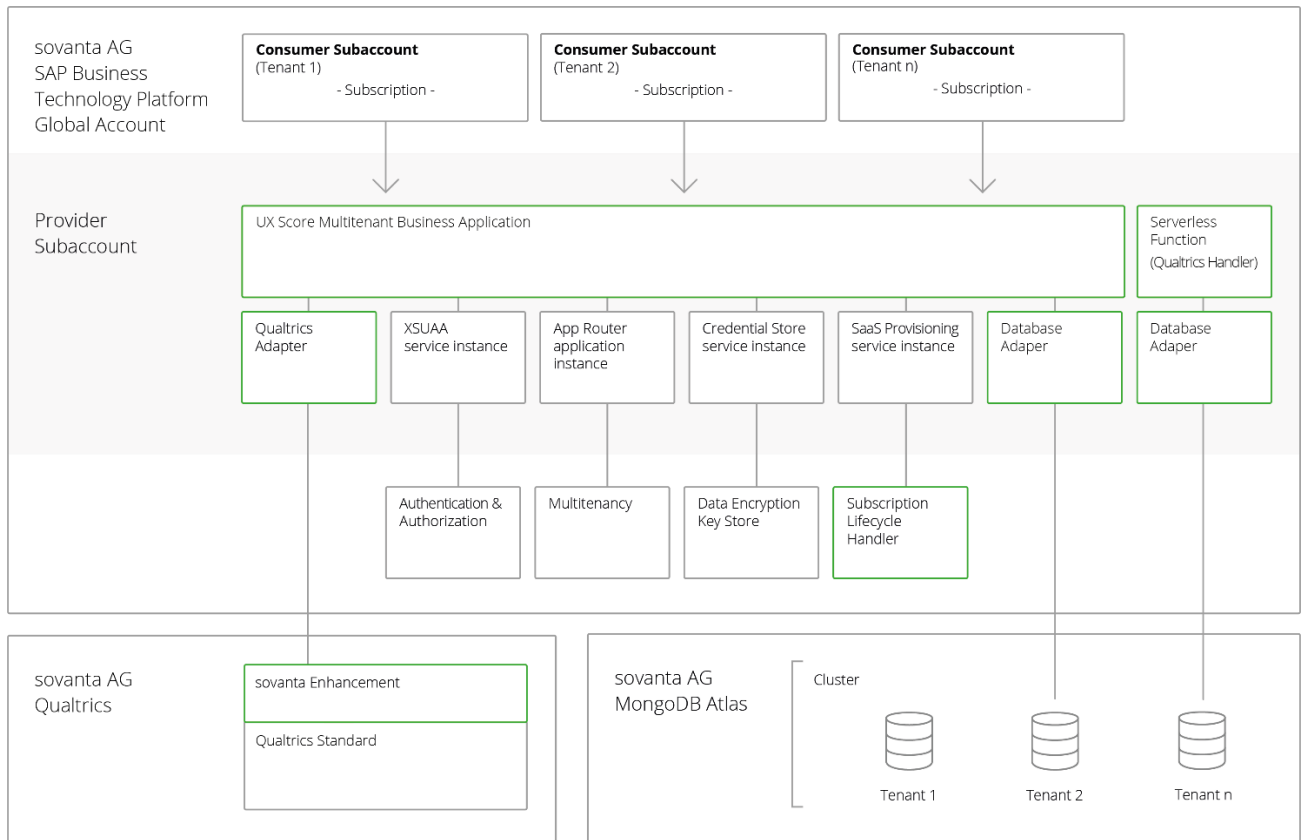


Figure 1. High-level UX Score Infrastructure

Further Clarifications for Data Categories and Data Processing

Parties concerned	Survey Respondents
Categories of processed data	IT-User Data
Processed data	Browser Cookies
Type of processing	Data Collection, Data Recording
Purpose of processing	To avoid multiple participation of a survey respondent
Parties authorized to access the data	“Progress” Cookies: participant
System of Data Collection	“Progress” Cookies: Web Browser of the survey participant
System of Data Recording	Cookies are recorded in the browser of a survey respondent
Who will the data be forwarded to?	n/a – There is no data forwarded to anyone
Data transfer to any third countries? If so to whom is the data transferred?	Cookies: Transmission from the browser of the participant to the Qualtrics infrastructure based in the USA
Medium of data transmission	HTTPS web communication
Duration of data retention/deletion deadlines	<p>As soon as the survey respondents have completed the questioning, a session cookie will be placed which expires automatically within one week after clicking on the survey link. With this cookie Qualtrics can track when a partially completed questionnaire can be counted as an answer.</p> <p>If the survey is submitted, the cookie changes into a QST-Cookie (Qualtrics Survey Tracker). For any surveys that contain more than two pages the deletion deadline of six months for the QST-Cookie is defined by default.</p> <p>The deadline begins by starting the questionnaire.</p> <p>Additional Cookie information on behalf of Qualtrics.</p>

Further Clarifications for Data Categories and Data Processing

Legal basis of data processing

Agreement (Art. 4 Nr. 11 DSGVO), Art. 6 Abs. 1 UAbs. 1 Lit.:

a) DSGVO Active and in written form, implied behavior in terms of electronic transmission (by clicking on an anticipated box on the internet) or oral. The prior consent has to be voluntarily, informed and verifiable. In terms of being informed: Participants must declare that they have taken note of the withdrawal option Art. 7 Abs. 3 S. 3 DSGVO

Explanation withdrawal option

Art. 7 Abs. 3 DSGVO any agreement can be revoked at any time and without any explanation: any data processing which is based on this agreement must be stopped as it loses its legal basis

Additionally

Comprehensive weighing of interests, Art. 6 Abs. 1 UAbs. 1 Lit. f) DSGVO. For example: to prevent fraud, direct advertising (ErwG 47 S. 7 DSGVO), transmitting data within a corporation for internal administrative purposes, to ensure network and information security

2. Part: Data Processing of Survey and User Data (Log in and User Data) in SCP and MongoDB

Process Description

One can take two viewpoints on describing the process.

a. Specialist Process Description

Users of the UX Score by sovanta can measure the user experience of an application that they want to be evaluated. To collect the necessary insights, a “review” can be created. The review consists of a standardized questionnaire (created in Qualtrics) which can be forwarded to the participants by using an anonymized link.

During the survey no personal data will be collected.

The sole purpose of the questions asked is to gain information about the test person’s subjective user experience with regards to the app.

As soon as the first surveys are completed, the (initial) UX Score is calculated. The results will be shown on the UX Score’s user interface. Based on the first results, recommendations for improvement are presented to the user.

By creating follow-up reviews, the impact of the measures taken can be assessed and visualized in on the UX Score’s UI.

b. Technical Process Description

The results of the Qualtrics survey are transmitted to the UX Score application via an encrypted channel in the SCP. Additionally, by selecting the “Privacy by Default” setting, any recording of the IP address or user location is avoided. In summary, no personal data is stored or transmitted in the process.

The survey data and all additional customer-related data will be saved on customer-specific tenants on a mongoDB Atlas database which is hosted at AWS (Frankfurt (eu-central-1)) and are solely accessible by the customer.

Customer-specific login data is not saved.

The authentication takes place via the customer’s Identity Provider in conjunction with the SAP ID.

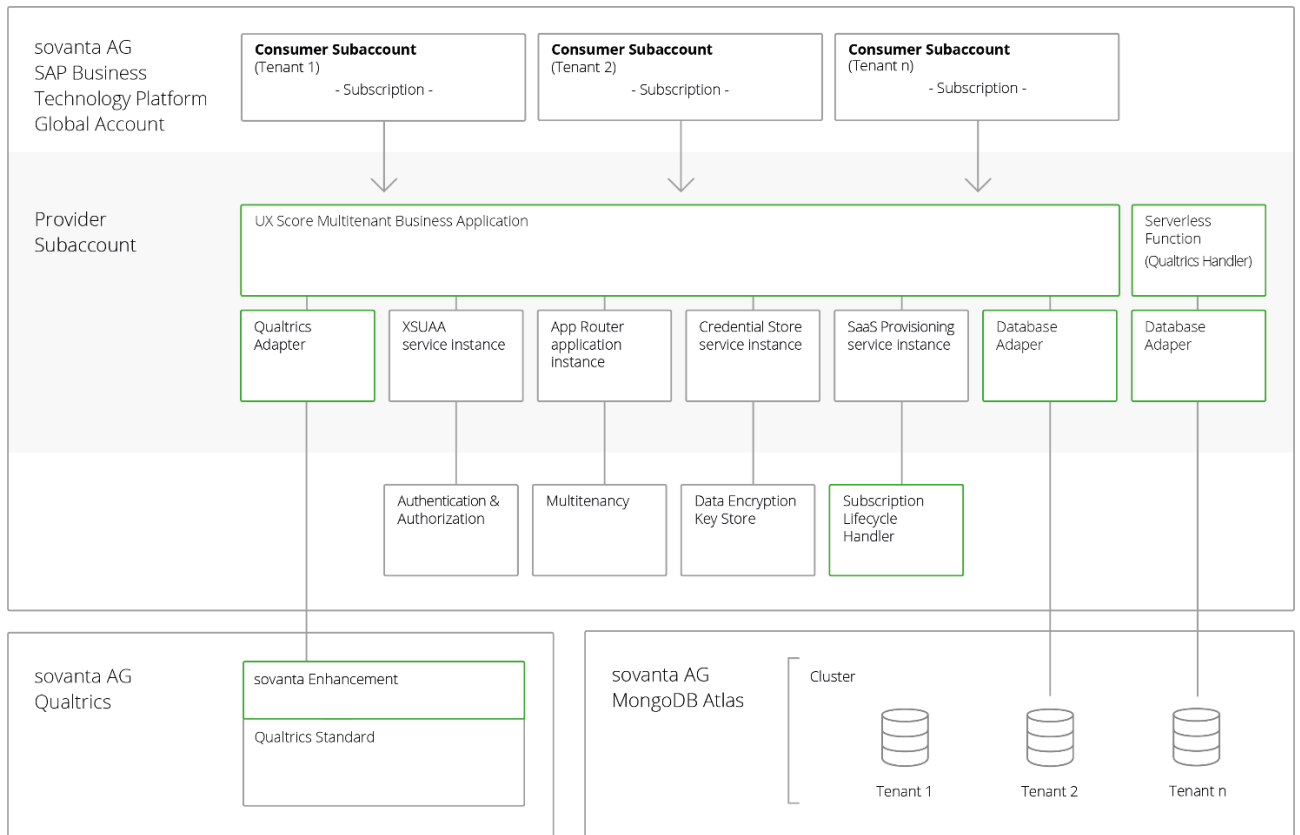


Figure 1. High-level UX Score Infrastructure

For any additional information, you may refer to support.uxscore@sovanta.com.

Further Clarifications for Data Categories and Data Processing

Parties concerned	Employees, Customers, Business Partners, Suppliers
Categories of processed data	No personal data is collected throughout the process. Users fill out a standardized questionnaire, where no personal data needs to be or can be entered.
Type of processing	Data Collection, Data Recording of Questionnaire
Purpose of processing	Survey Data to analyze the User Experience of the application to be tested.
Initial receiver of the data	There is no dedicated group of receivers. The survey responses within the UX Score are automatically processed via Qualtrics.
Parties authorized to access the data	Survey Data: Anyone who has access to the customer-specific tenant which is necessary to use the UX Score application.
System of Data Collection	Serverless Function (Qualtrics Handler)
System of Data Recording	sovanta subscription of MongoDB Atlas hosted at AWS in Frankfurt (eu-central-1)
Who will the data be forwarded to?	n/a – There is no data forwarded to anyone
Data transfer to any third countries? If so to whom is the data transferred?	n/a
Medium of data transmission	n/a
Duration of data retention/deletion deadlines	n/a
Legal basis of data processing	<p>Primary</p> <p>Need for execution of contracts and precontractual obligations of performance Art. 6 Abs. 1 UAbs. 1 Lit. b) DSGVO</p> <p>Additionally</p> <p>Comprehensive weighing of interests, Art. 6 Abs. 1 UAbs. 1 Lit. f) DSGVO In terms of economic interest of the people bound by contract.</p>

Contact

Your sovanta expert in data security



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Sven Arndt is a hands-on software architect with 14 years of experience, involved in the architecture, design and implementation of microservices architectures, service-oriented architectures, and distributed systems. Throughout this time, he has been working on software solutions which process sensitive data from large amounts of customer and employee data up to payment information.

Since his beginning at sovanta in 2011 his focus was to process this data as safe as possible. With the increasing importance of data protection, Sven decided in 2017 to become the Data Protection Officer of sovanta. This extended focus helped him to implement privacy measures at the design time of new software solutions.

About sovanta AG

sovanta AG is an expert in creating a better user experience in the SAP environment. We provide customers with end-to-end-support – from the initial requirements through to the operation of the innovative solution – and ensure that they can get everything “from a single source”. Our customers benefit from a unique combination of in-depth SAP knowledge and extensive experience in the area of user experience for business applications.

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