

Privacy Policy - ETX for SAP Rise

This Privacy Policy explains how and which data are processed when using the sovanta ETX for SAP Rise solution. The purpose of processing data is to collect feedback on the SAP Rise transformation project from relevant stakeholders.

The extension is built on, and all data remains on, the customer's existing Qualtrics instance. No data are transferred from the customer's instance to any third-party system by sovanta without the permission from the customer.

The customer remains the controller of the data collected and processed within the ETX for SAP Rise solution.

What data is collected and stored?

The solution is designed to collect feedback on the SAP Rise transformation project from the following roles: IT team, key stakeholders, external partners, key users, and internal project team. It is the customer's decision which groups they want to include.

In addition to survey question feedback, demographic data may also be collected (the respondents' business role, region, line of business, country etc.).

How and where is data collected?

The customer sends an invitation containing a link to the questionnaire to designated participation group.

The customer is responsible for complying with their legal regulations when collecting data from participants (e.g., the legal basis for, and notification of, data processing approaches).

How is the data processed and used?

The survey results are only displayed in an aggregated form in dashboards in order to protect the anonymity of respondents.

The customer decides who is permitted to view dashboards and the level of data. sovanta can advise on the assignment of roles and permissions. To provide this support, it may be necessary to grant sovanta access to the instance. In this case, the respective employees are bound to confidentiality regarding all matters related to the project.

Privacy controls

The customer is responsible for handling requests to access, correct, or delete participant data. The duration of data storage is determined by the customer.

The customer is responsible for deciding which of the privacy settings available within Qualtrics should be applied, for example, to prevent the collection of additional data (e.g., location data, cookies). sovanta can advise on the most suitable privacy settings for the project.

If access to personal data is provided to sovanta employees (e.g., for support purposes), a data processing agreement can be signed. In general, all sovanta staff involved with data processing within the project are obliged to comply with GDPR, BDSG-new, and other laws concerned with the confidential handling of personal data.

For any further questions regarding data privacy, you can contact us at privacy@sovanta.com.