



**CONCUR<sup>®</sup>**

# CLOUD SERVICE for Travel & Expense Management

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 CONCUR®

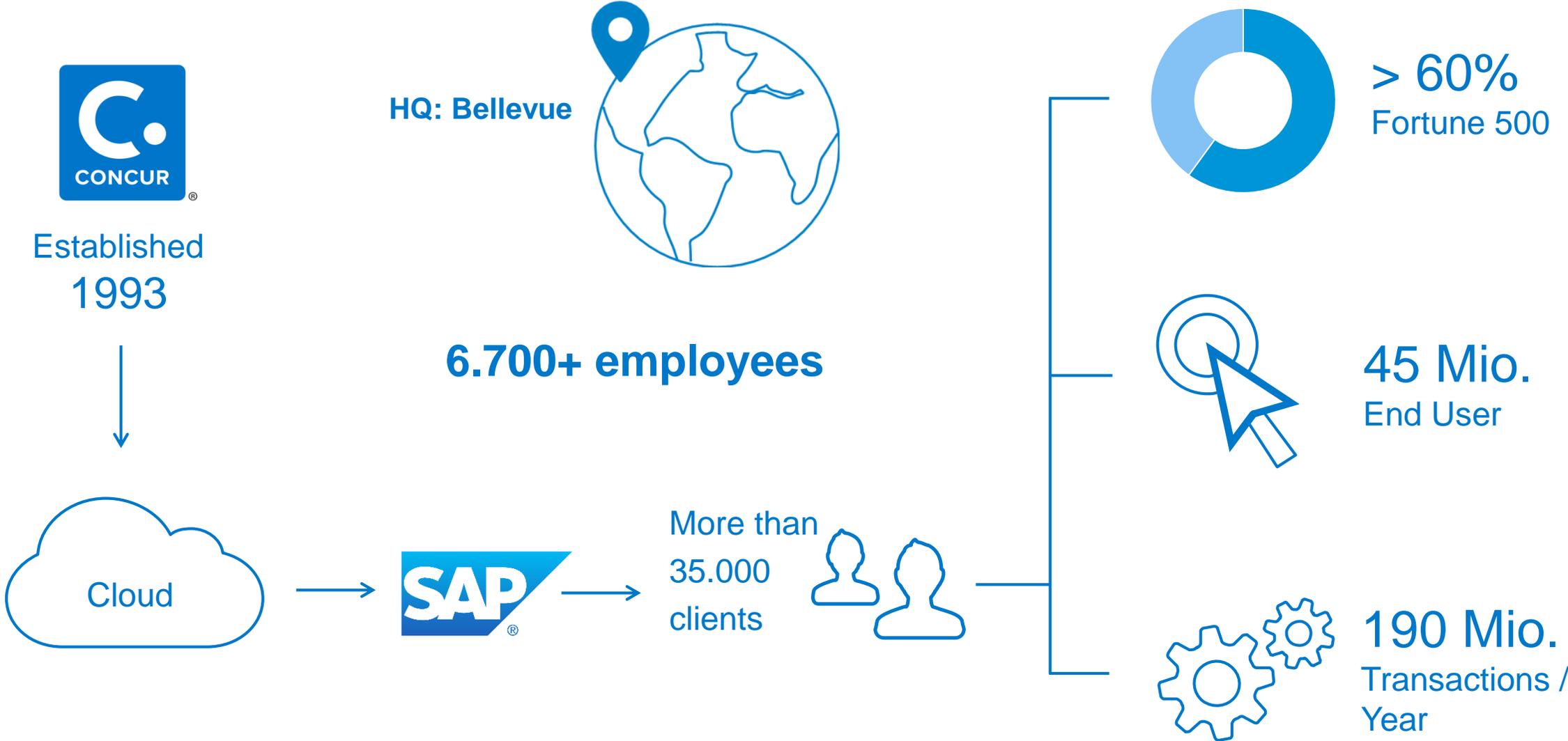
an  Company



CONCUR

About Concur

# Concur – an abstract



# Concur globally



# A day with Concur

179<sub>k</sub>

Travel Bookings

488<sub>k</sub>

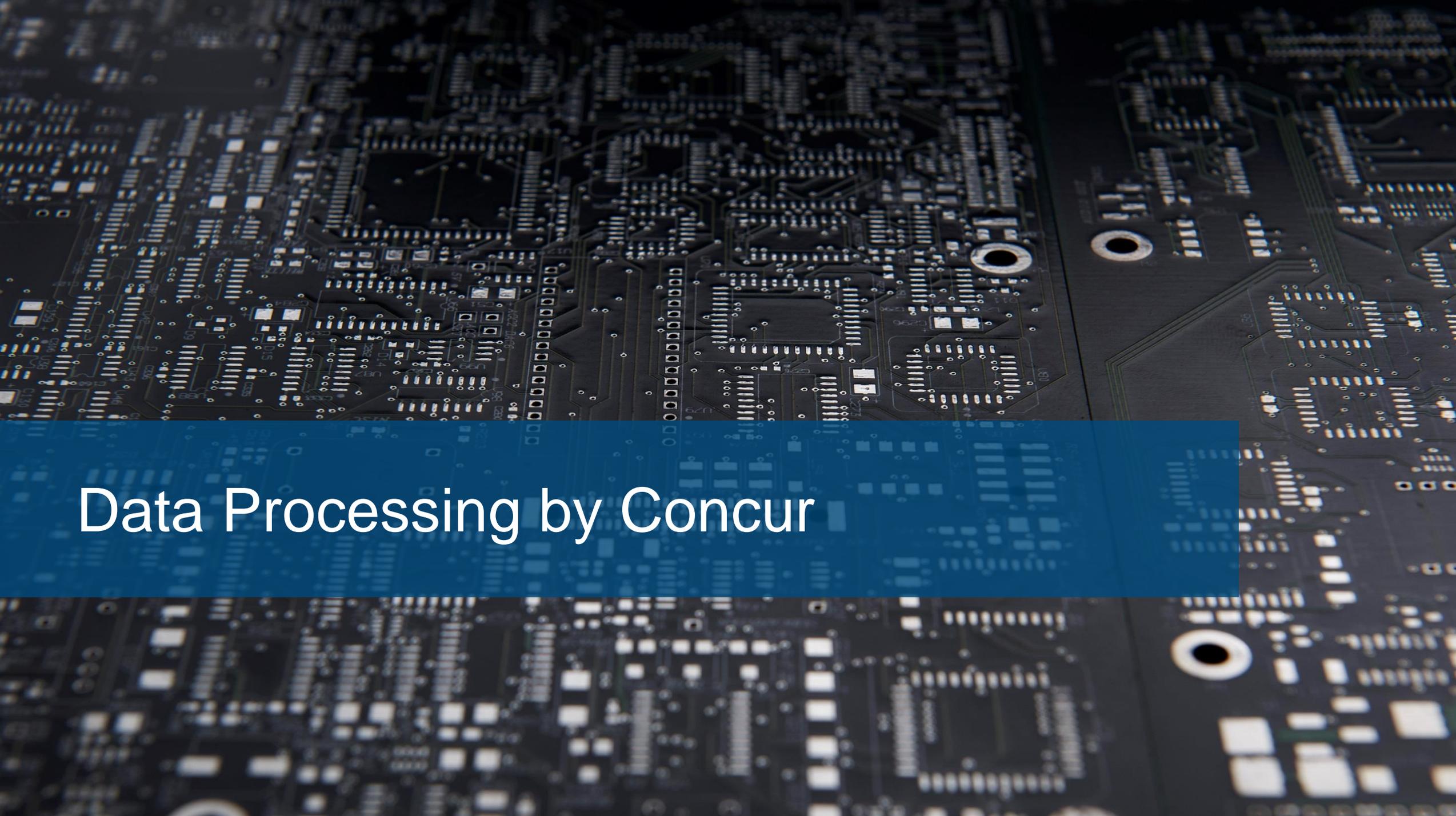
Expense Reports

847<sub>k</sub>

Receipts

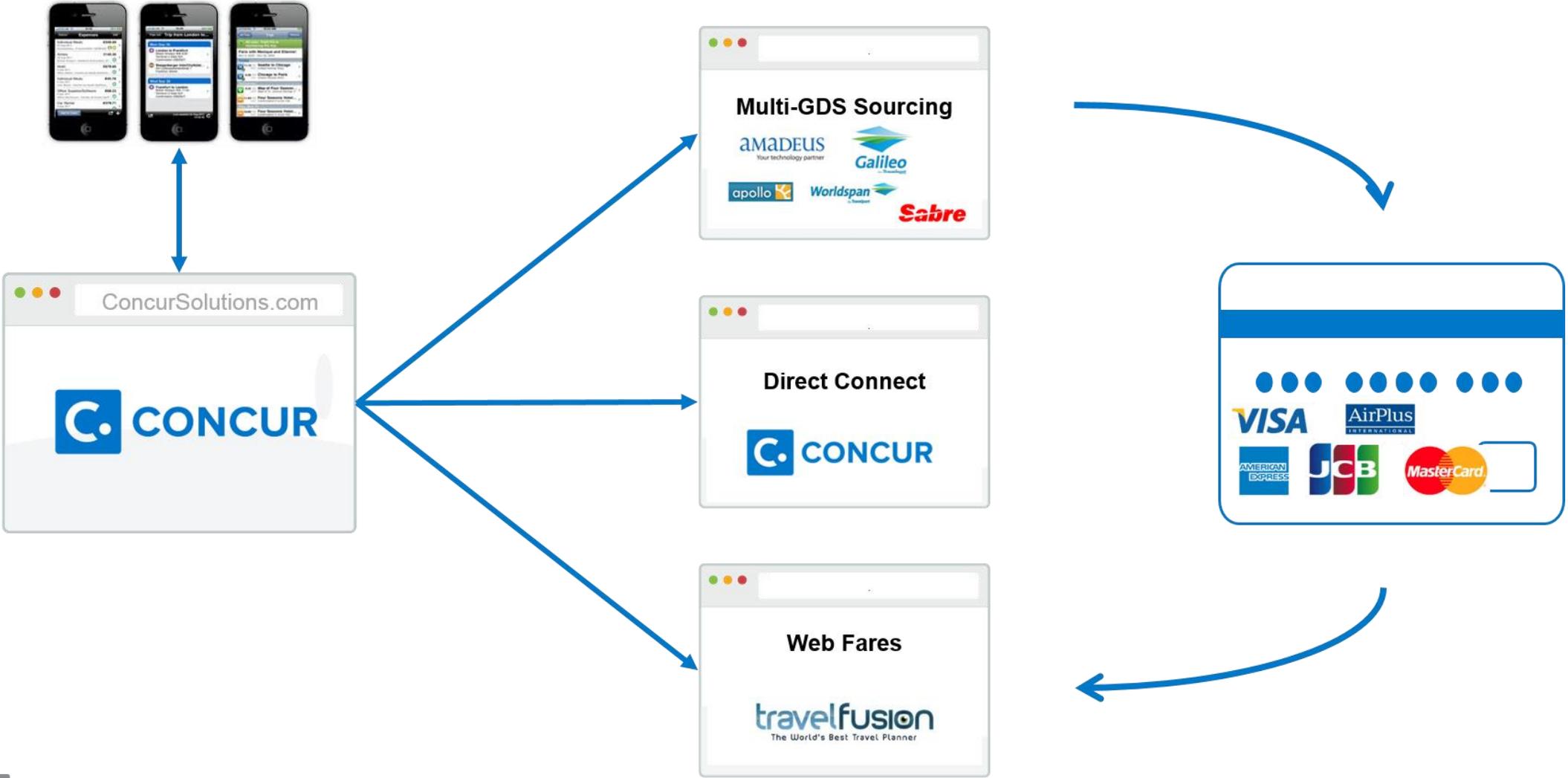
111<sub>M</sub>

US Dollar  
Transaction Value

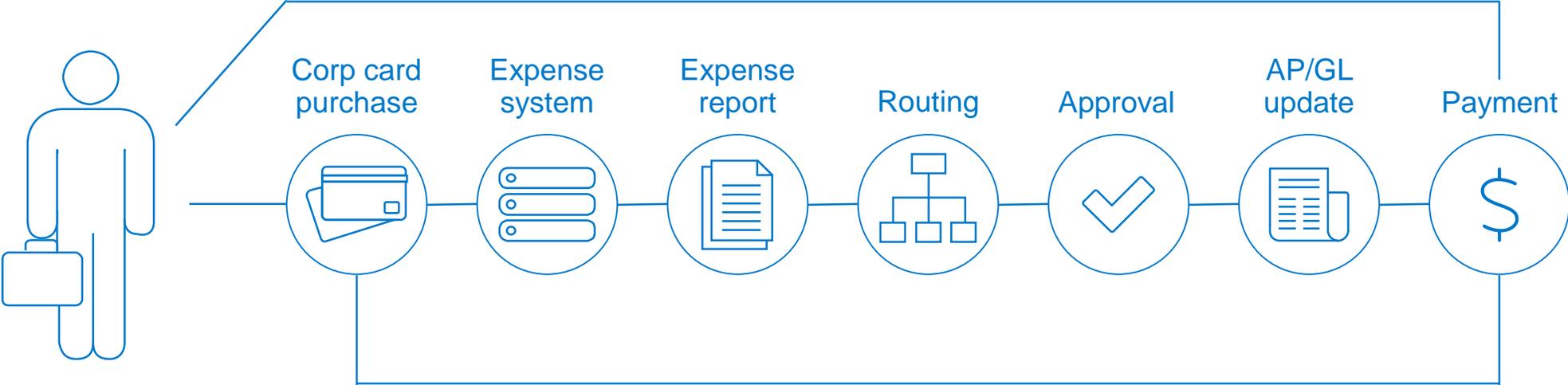


# Data Processing by Concur

# Data Flow in Business Travel



# End-to-End Solution



# „Big Data“

- Anonymous Data

- De-identification of data, or calculating, inferring, or isolating certain values from such data
- Aggregation with other data from other sources (other customers, suppliers, Concur-own etc.)
- Must not identify a certain customer as the source of the information or any specific individual

- Usage

- Updates, upgrades, technical support
- Supplementary business information, e.g. use by Airbnb of Concur users

# EU Hosting & Data Transfer

- Data hosting either in the EU or in the US
- EU Data Centre: access from the US cannot be excluded
  - Technical support in case of „incidents“
  - R&D access for „emergency maintenance“
- Safe Harbor replaced by Privacy Shield
- Currently: EU Standard Contractual Clauses used by SAP
  - Concur aligned with SAP DPA template
  - Accession model for non-EEA based subprocessors



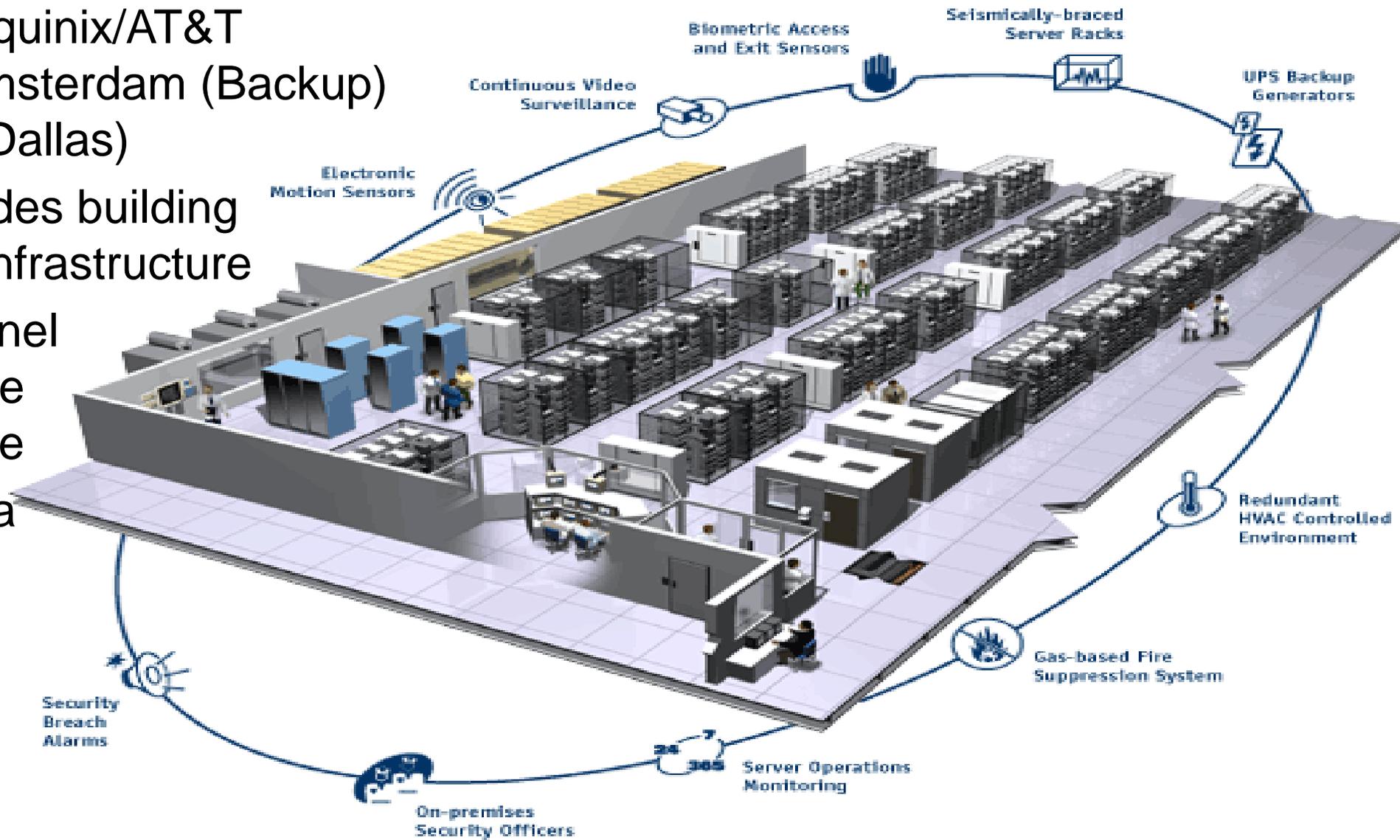
# Data Security at Concur

# Personal Data Categories

- name of a data subject
- passport number
- e-mail address(es)
- date of birth
- data subject address
- emergency contact details (email, telephone)
- frequent flyer / loyalty card details
- visa number
- TSA pre-check number
- TSA redress number
- traveller preferences (seat type, room type, meal preferences, if assistance is required)
- corporate card number
- corporate card expense data,
- expense report data completed by data subject or data exporter
- expense receipt data

# Data Centre – Current Operating Model

- Operated by Equinix/AT&T in Paris and Amsterdam (Backup) (or Lynnwood/Dallas)
- Operator provides building and technical infrastructure
- Concur personnel operates private Servers in Cage
- Tier 4 (3+) Data Centers



# Access Controls

- 24x7x365 manned security
- Biometric hand geometry readers
- Kinetic and key locks on closed cabinets
- Windowless exteriors
- Bullet Resistant Protection
- CCTV integrated with access control & alarm system
- Motion detection for lighting
- Dedicated concrete-walled Data Center rooms
- Computing equipment in access-controlled steel cages



# Certified Security



- SOC I & SOC II (SSAE16 and ISAE 3402)



- ISO 27001
- ISO 20000



- PCI DSS



# Data Protection: How Concur supports

- Concur understands Data Security Requirements
  - Leading provider of Travel & Expense solutions in the cloud
  - Headquarters in U.S., global view and local presence
  - German headquarters located in Frankfurt/Main
  - Ongoing integration into SAP data protection and data security approach
- Concur acts
  - Focus on data security measures according to forthcoming EU GDPR on company and group level
  - Contract arrangement simplified and aligned with SAP

