

– Client Fact Sheet –
Cookie Preferences and User Consent
May 13, 2021

Overview

A *cookie* is a small file that is sent from a website and is stored on a user's device. Cookies allow websites to collect information, store session information, and collect website analytics. They can make the browsing process quicker for the user since information can be retrieved faster from a cookie than from a website's server.

Some jurisdictions (country, state, or region) have specific user-consent requirements for *cookies*.

This document discusses consent for and modification of cookies in general and as they relate to SAP Concur solutions.

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Explicit and Implied Consent

There are two types of consent when allowing cookies to be saved on a user's device:

- **Explicit consent:** The user explicitly agrees to allow cookies to be stored on their device by responding affirmatively to a request for consent. In jurisdictions where explicit consent is required, SAP Concur must obtain user consent before saving any cookies on a user's device.
- **Implied consent:** The user essentially agrees to allow cookies by continuing to browse a website.

Zero Cookie Load

In addition to explicit or implied consent, some jurisdictions require users to provide explicit consent before any cookies can be loaded onto their device. This requirement is known as "zero cookie load".

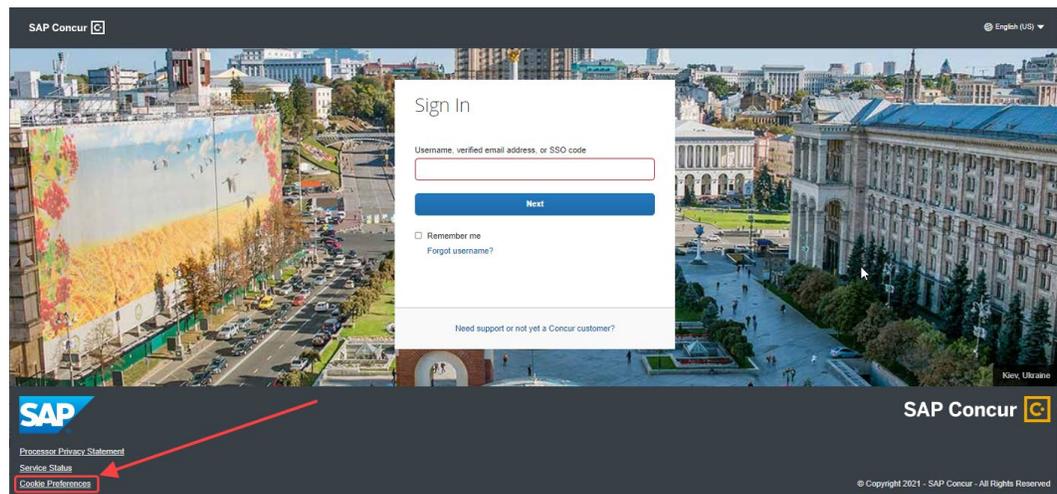
Each jurisdiction decides which type of consent it wants to use and whether zero cookie load is required before consent is provided.

TrustArc

To ensure that SAP Concur properly responds to applicable data protection regulations, SAP Concur has enlisted the assistance of TrustArc, a global privacy and data governance provider.

! **IMPORTANT!** To ensure that SAP Concur properly responds to applicable data protection regulations, if your organization uses allow lists to restrict access to specified domains, the TrustArc.com domain must be added to your organization's allow list so that TrustArc can properly monitor and manage these processes.

- As described in this document, consent regulations differ by jurisdiction. TrustArc provides cookie consent guidelines, based on each jurisdiction's regulations.
- The "jurisdiction" is defined as the one in which the user is physically located when they sign in to SAP Concur – **not** the user's home jurisdiction as defined in their profile nor the user's company's location. TrustArc bases the user's location on their source IP address.
- In accordance with regulations, the consent and modification processes described here must be completed by individual SAP Concur users. **There is no option for companies to make these choices for their users.**
- After a user has explicitly accepted cookies, they can modify their cookie choices by clicking on the **Cookie Preferences** link in the SAP Concur footer.



Cookie Consent and Preferences

What a user sees when they navigate to an SAP Concur page depends on the jurisdiction in which the user is physically located.

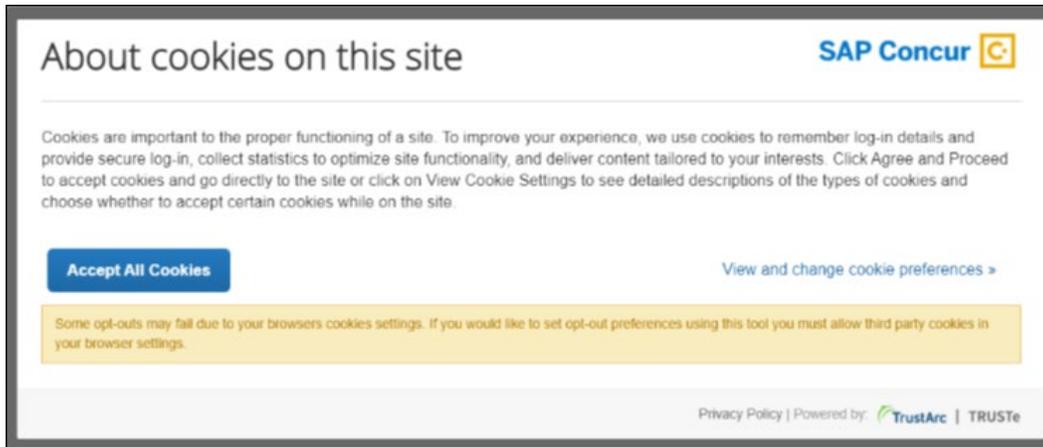
Each jurisdiction decides how cookies are handled. For example, in some jurisdictions, SAP Concur websites cannot save cookies to a user's device until the user's explicit consent has been obtained and the user cannot access SAP Concur without first being presented the option to accept cookies.

! **IMPORTANT:** Any jurisdiction at any time can decide to require explicit user consent and/or zero cookie load. So, specific countries are not listed in this document because the affected countries can change often and quickly.

As the user is signing in to SAP Concur, TrustArc identifies the jurisdiction associated with the user and then determines if user consent is explicit or implied.

Explicit Consent Required

If explicit consent is required – before the user can access any SAP Concur page – the user sees the **About cookies on this site** page.



On the **About cookies on this site** page the user can do one of the following:

- Read the agreement text and then click **Agree and Proceed**.
- Click **View Cookie Settings** to see other options.

NOTE: The user cannot bypass this page. If the user does not accept required cookies, the user cannot access their SAP Concur page.

AGREE AND PROCEED

If the user chooses **Agree and Proceed**, they are directed to their SAP Concur Home page or sign-in page.

NOTE: The page the user sees immediately after accepting cookies depends on their company's authentication configuration.

VIEW COOKIE SETTINGS

If the user clicks **View Cookie Settings**, the following page appears.

About cookies on this site SAP Concur

Please choose whether this site may use Functional cookies, as described below:

REQUIRED COOKIES
These cookies are required to enable core site functionality.

FUNCTIONAL COOKIES
These cookies allow us to analyze site usage so we can measure and improve performance.

Functionality allowed

- Provide secure log-in
- Remember how far you are through an order

Functionality not allowed

- Remember your log-in details
- Remember what is in your shopping cart
- Make sure the website looks consistent

Your preferences have been submitted.
To undo this preference, you must clear your browser cookies and cache.

[Cancel](#) [Submit Preferences](#) [Advanced Settings](#)

Privacy Policy | Powered by: [TrustArc](#) | TRUSTe

On this page, the user can slide the bar on the left to accept one of the following:

- **Required cookies:** Only those cookies required to use SAP Concur services.
- **Required and functional cookies:** Required cookies and those used for performance and usage analysis.

The user can also perform the following actions:

- Click **Cancel** to return to the previous page.
- Slide the bar to make their choice and then click **Submit Preferences** to proceed to their SAP Concur page.
- Click **Advanced Settings** to view more detailed information about cookies and choose which cookies they want to accept or opt-out of.

Once the user consents to accept required or required and functional cookies, the jurisdictional requirement is met, and the user can proceed to their SAP Concur page.

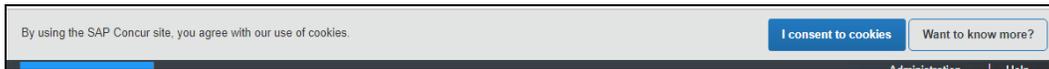
REACCEPTING COOKIES

The cookie consent message will reappear 13 months after consent has been provided. The cookie consent message will also reappear if existing cookies are cleared from their browser cache.

When the cookie consent message reappears, the user must take action to accept cookies by providing explicit cookie consent.

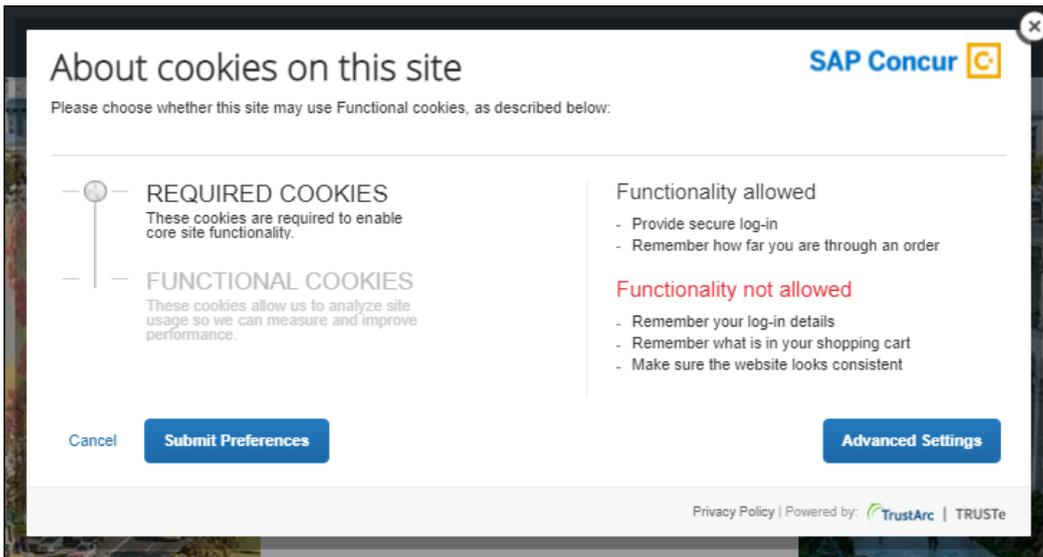
Implied Consent

In some jurisdictions, once the user has accessed SAP Concur, a banner similar to the one below appears at the top of the SAP Concur page.



Whether or not the user explicitly consents, consent is implied. The user can continue to work in SAP Concur and the banner does not interfere with the user's tasks; however, the banner remains until the user clicks **I consent to cookies**.

If the user clicks **Want to know more?**, the user sees the **About cookies on this site** page.

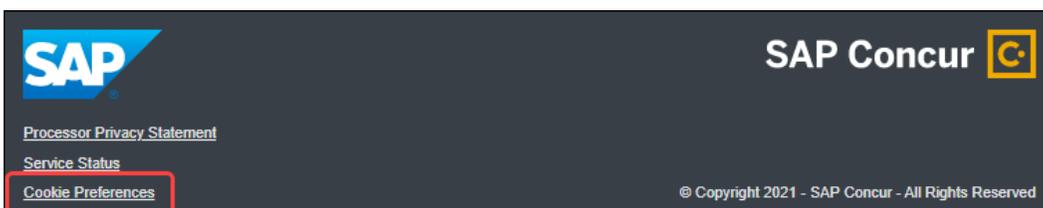


Once the user consents to cookies, either by clicking **I consent to cookies** in the banner or by accepting cookies on the **About cookies on this site** page, the banner disappears and does not appear again.

Modifying Cookie Preferences

COOKIE PREFERENCES LINK

A link to **Cookie Preferences** appears in the footer of the SAP Concur page.



When a user clicks the **Cookie Preferences** link, the **About cookies on this site** page appears, enabling the user to view and modify their cookie preferences.

NOTE: Not all SAP Concur pages display the footer. In this case, the user can return to the Home page and click the **Cookie Preferences** link there.

BROWSER CACHE

The user can also clear all existing cookies from their browser cache to modify their cookie preferences. After the user clears all existing cookies from their browser cache, the next time they visit the SAP Concur page, the **About Cookies on this site** page appears and the user can manage their cookie preferences and provide cookie consent.

Configuration /Activation

There are no configurations steps or settings; however, if your organization uses allow lists to restrict access to specified domains, the TrustArc.com domain must be added to your organization's allow list so that TrustArc can properly monitor and manage these processes to ensure that SAP Concur properly responds to applicable data regulations.

