ORACLE DATA SHEET

ORACLE CRM ON DEMAND HIPAA SECURITY SERVICE

Congress enacted the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in large part to help ensure the security & privacy of health information. HIPAA and the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009 require “covered entities” as well as “business associates” to implement specific processes and safeguards designed to protect the privacy and security of “electronic protected health information” (ePHI) that they may collect, use, store or access.

HIPAA compliance requires continual investment in people and infrastructure. Moreover, companies that do not protect ePHI as required by HIPAA may be subject to criminal and civil penalties.

The Oracle CRM On Demand HIPAA Security Service consists of the deployment of additional enhanced security controls designed to protect the confidentiality, integrity, and availability of the Customer’s electronic Protected Health Information (ePHI) that may reside in the Oracle CRM On Demand Service database. This service is offered to both Single-Tenant and Multi-Tenant customers. This solution is designed to help customers meet their legal obligations under HIPAA and HITECH in an efficient and cost-effective manner.

Perform Annual Audits of ePHI Environments

On an annual basis, Oracle will engage a third-party compliance firm to measure compliance against the HIPAA Privacy and Security Rules to the extent applicable to the HIPAA Services. The third-party audit report is available to you upon request.

Perform Annual Risk Assessments

Oracle will conduct an annual risk assessment against the HIPAA Security Services and Oracle CRM On Demand Services, taking into account risks, their probability, and impact. These HIPAA controls are described in the *Oracle CRM On Demand HIPAA Security Service Schedule*, the *Oracle CRM On Demand Protected Health Information Schedule* and the *Oracle CRM On Demand Protected Health Information Privacy and Security Practices* documents. The risk assessment summary is available to you upon request.

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CRM ON DEMAND

THE WORLD’S MOST COMPREHENSIVE CRM ON DEMAND SOLUTION

- Easy to use for high user adoption
- Deploys quickly with little IT investment
- Embedded marketing, sales and service best practices
- Powerful and easy to use real-time and historical analytics
- Works online or offline

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KEY BENEFITS

- Annual Environment Audits
- Annual HIPAA Compliance Audits
- Quarterly Web Services Scans
- Deploy, monitor and manage hDLP software
- Security Policies and Incident Response
- Annual HIPAA training for employees

Execute Quarterly Scans of Web Services Interfaces

Oracle will perform quarterly scans of externally accessible Web Services. QualysGuard scans will be conducted to scan your externally accessible Web Services interfaces to Oracle CRM On Demand. Oracle will conduct these scans randomly on selected samples and perform remediation measures based on the results of the QualysGuard scans.

Install Host-Based Data Loss Prevention Solutions

Oracle will deploy, monitor, and manage third party host-based Data Loss Prevention (hDLP) software on the Windows workstations of the Oracle support personnel performing the HIPAA Security Services to monitor Oracle DBA and Sysadmin activity and alert for, or block, potential unauthorized access to customer's ePHI. Oracle also conducts regular reviews of the hDLP logs.

Provide Annual HIPAA Training to Oracle Personnel

On an annual basis, Oracle employees who access On Demand ePHI environments complete HIPAA compliance training. Access to ePHI environments is restricted to only those Oracle employees who have completed the annual HIPAA compliance training. In addition, Oracle employees with access to ePHI environments are required to have additional controls in place for their desktops/laptops, including full disk encryption, anti-virus, and host data loss prevention.

Security Policies and Incident Response

Oracle security policies cover the management of security for both Oracle's internal operations as well as the services Oracle provides to its customers. These policies, which are aligned with the ISO/IEC 27002:2005 (formerly known as ISO/ISEC 17799:2005) and ISO/IEC 27001:2005 standards, govern all areas of security applicable to CRM On Demand. *Oracle's Incident Response Policy* requires reporting of and response to information security Incidents in a timely and efficient manner. Oracle also maintains a detailed Information Security Response Plan to provide specific guidance for personnel involved in or supporting Incident response.

Oracle IT operations staff are instructed in addressing Incidents where handling of data may have been unauthorized, including prompt and reasonable reporting, escalation procedures, and chain of custody practices, to secure relevant evidence.   Oracle promptly evaluates and responds to incidents that create suspicions of unauthorized handling of ePHI. Oracle will report to you any security incident involving ePHI of which it becomes aware, unless otherwise required by law.

Bottom Line

Oracle CRM On Demand HIPAA Security Services provide enhanced security controls designed to protect the privacy and security of ePHI data, helping customers comply with their security related HIPAA obligations.

RELATED PRODUCTS

- Oracle CRM On Demand

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