Cookie Statement

for anonymous SAP In-product Surveys (hereinafter "Surveys")

This Cookie Statement was last updated on 2023-Sept-22.

This Cookie Statement describes how the Surveys use cookies and similar technologies to collect and store information when you take a Survey. The Surveys are anonymous, i.e., no personal data is collected, and no user-identifiable information is stored by the Surveys on your device. If the Survey provides free text fields for comments, we use appropriate instructions to advise that no personal data is entered.

What are cookies and similar technologies?

Cookies are small files placed on your device (computer, tablet, or smartphone). When you start this survey, a cookie is placed on your device, and it will send information to the party that placed the cookie. There are other technologies that perform a similar function to cookies.

What are first-party cookies?

SAP's cloud applications contain first-party cookies. First-party cookies are cookies that are specific to the SAP cloud application that created them. These cookies enable SAP to operate an efficient SAP cloud application and to track patterns of user behavior to SAP's applications.

What are third-party cookies?

The difference between a first party cookie and a third-party cookie relates to who places the cookie on your device. SAP sometimes allows third parties to place cookies on your device. Third party cookies are placed on your device by a third party (i.e., not by SAP) as part of a specific functionality that is integrated by SAP in a cloud application. While SAP allows the third party to place a third-party cookie on your device to enable proper functioning of the specific functionality, SAP does not retain control over the information supplied by the third-party cookie, nor does SAP retain access to this information. This information is controlled wholly by that third party according to the respective privacy policy of the third party.

What is a session and what is a persistent cookie?

Our cloud applications may place session and persistent cookies on your device. Whereas the difference between a first-party and third-party cookie relates to the party controlling the initial placement of the cookie on your device, the difference between a session and a persistent cookie relates to the length of time the cookie lasts. Session cookies are cookies that typically last for as long as you are using your browser, or browser session. When you end your browser session, the cookie expires. Persistent cookies, as the name implies, are persistent and will last after you close your browser. This allows for quicker and often more convenient access to our application.

Do the Surveys place a cookie or similar technologies on my browser?

To enable some Survey functionalities cookies might be placed on your browser and status information may be stored in the local and/or session storage of your browser. The cookies are "Required Cookies" and they enable core survey functionality. The stored status information is "Required Status Information". It allows to remember if the device has already received a Survey request. A detailed description is provided in the table below.

You can delete cookies and similar status information by changing your browser settings. To manage cookies using your browser settings, most browsers allow you to refuse or accept all cookies or only to accept certain types of cookies. The process for the management and deletion of cookies can be found in the help function integrated in your browser. Local storage information can usually be actively cleared from your browser.

What cookies and similar technologies are used by SAP for the Surveys?

SAP wants you to be in a position to make an informed decision for or against the use of cookies and similar technologies which are not strictly necessary for the Surveys' technical features. "Required Cookies" and "Required Status Information" are required to enable core survey functionality.

What cookies are placed when you submit a Survey?

Name	Purpose	Persistent	Lifespan	First- or third party
Cookie name: QST	The purpose of this cookie is to record the survey taken and prevent the end user device from taking the survey again (for further information see here).	Y	6 months	Third (by Qualtrics)

What local storage information is placed when you take a Survey?

	Purpose	Persistent	Lifespan	First- or third-party
sap.feedback.ui.pushState	The data in this object ensure that the number of Survey invitations presented to the end-user on the end user device can be kept below an acceptable limit. The number of Survey invitations are limited per timeframe and also per specific	Y	Unlimited	First
Q_Inter	Assigns a timestamp to a Survey-specific type ID (i.e. a general ID not specific to the end user device) and is needed by Qualtrics "to decide whether or not to show another Intercept when evaluating Intercept targeting logic" (Intercepts are used by Qualtrics to set the conditions that determine how a survey is to be displayed; for detailed information on Q_Inter	Y	Unlimited	Third (by Qualtrics)
QSI_QualtricsSurveyHistory	Used to store survey identifying information.	Y	Unlimited	Third (by Qualtrics)
QSI_ActionSetHistory	Assigns a time stamp to a specific Action Set ID (an Action Set is a sub-element of a Qualtrics survey).	Y	Unlimited	Third (by Qualtrics)