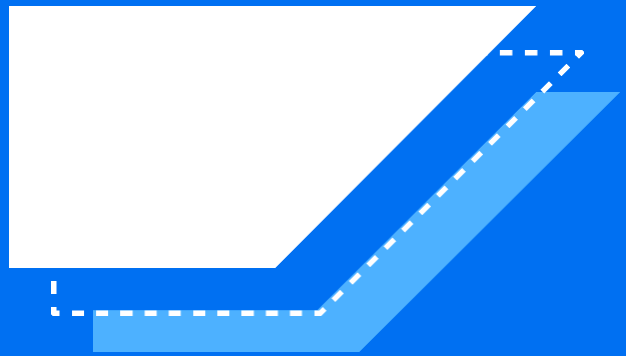
Customer Enablement

Cybersecurity Month 2026 Program

How SAP enables Customer Due Diligence

Yashashvi Thakur, SAP

Learn how SAP helps customers perform security due diligence using publicly available resources and standard assurance documentation



October 2026

Customer Enablement | CSM Program

“We are pleased to inform you of our plans and desired outcomes. We are sharing this presentation for our informational purposes only, the information presented here is not intended to be definite or binding, and we will continue to provide regular updates as our plans evolve.”

Customer Enablement CSM
Program

“We are pleased to inform you of our plans and desired outcomes. We are sharing this presentation for our informational purposes only, the information presented here is not intended to be definite or binding, and we will continue to provide regular updates as our plans evolve.”



Agenda

01 SAP's Security Transparency Approach

How SAP makes security evidence publicly available

02 The SAP Trust Center

Your single starting point for security, compliance, and privacy evidence

03 My Trust Center

A visual walkthrough of SAP's customer portal.

04 Security Artifacts Deep Dive

Certifications, audit reports, penetration testing, and data processing agreements

05 Shared Responsibility and Practical Assessment

How to map SAP controls to your risk framework

It's Monday Morning. You've Been Asked to Assess SAP.

Your CISO drops a vendor risk assessment on your desk. 400 questions. 30-day deadline. Your first instinct is to email the full questionnaire to your SAP account team.

Before you hit send:

1. "I need to send SAP a custom questionnaire to get started."
2. "I have no idea where SAP's certifications even are."
3. "There's no standardized way to assess SAP cloud services."

Public

SAP's Security Transparency Approach



Standards-Based

SAP aligns to ISO 27001, SOC 2, C5 (BSI), CSA STAR, and other recognized frameworks.



Proactive Disclosure

SAP publishes sub-processor lists, data center locations, and agreements proactively.



Continuous Assurance

Regular audit cycles (annual SOC 2, ISO recertification) and bridge letters.

Public

The SAP Trust Center

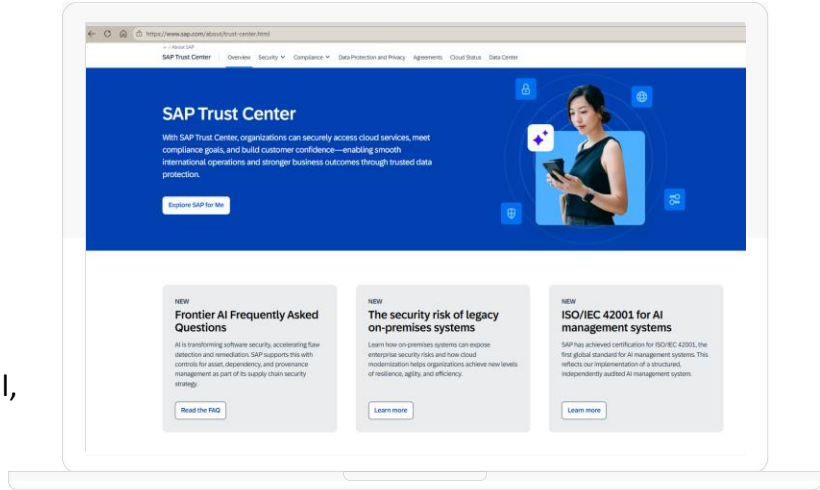
Your single starting point for security evidence



What is the SAP Trust Center?

Public-facing website

- Unified and easy access to trust-related information
- Information on security, privacy, compliance, cloud service locations and performance
- Target group: customers, prospects, partners
- Engagement center: initiate requests, engage with SAP via chat and email, and collect all assets and information you require



Security

Privacy

Compliance

Agreements

Cloud Status

[SAP Trust Center | Security, Privacy, Cloud Status & More]

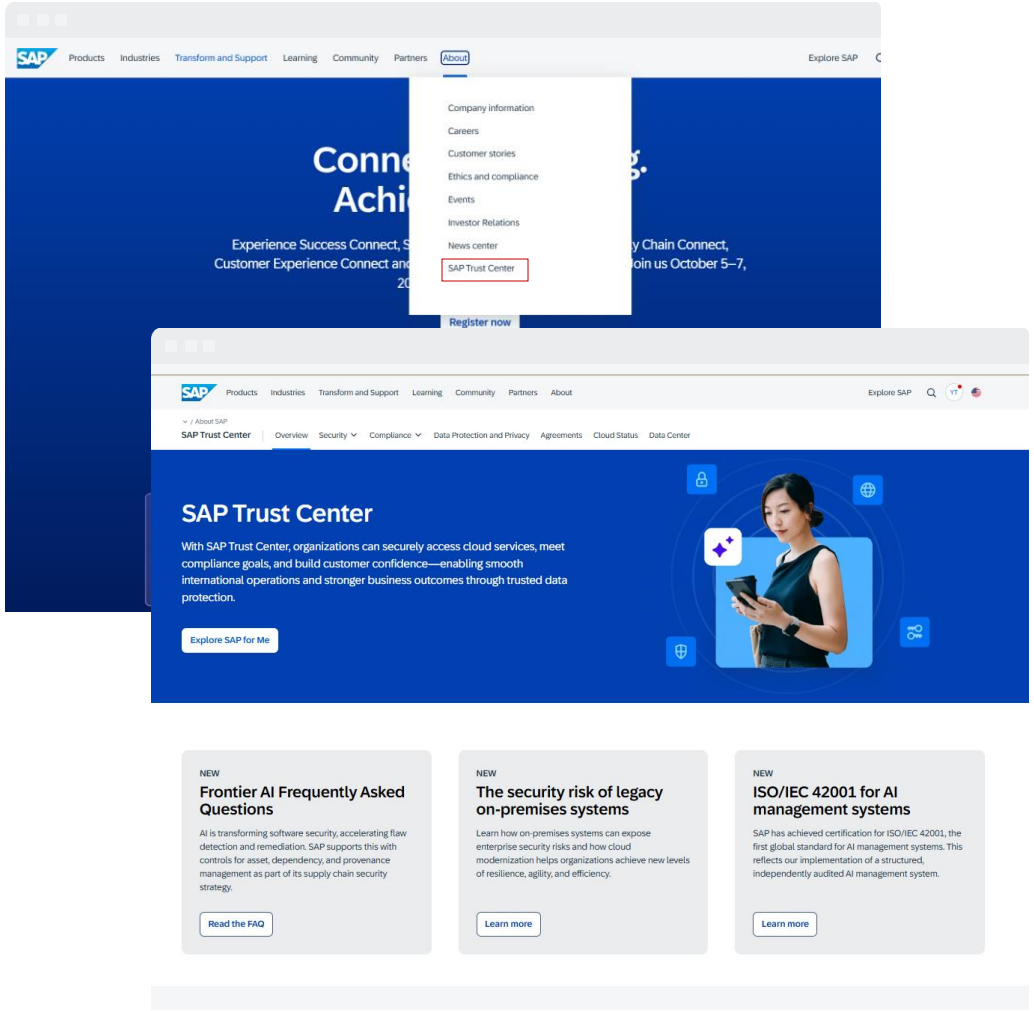
Public

Where can I find the SAP Trust Center?

www.sap.com/trust-center

SAP Trust Center is also placed under “about” on www.sap.com page

No Login required



SAP Trust Center Demo

Your single starting point for security evidence

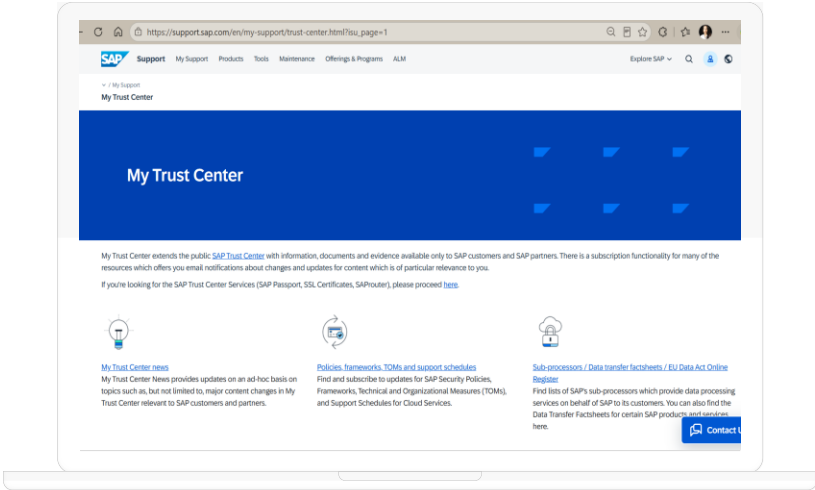


SAP My Trust Center



What is My Trust Center?

SAP My Trust Center is an extended version of the public SAP Trust Center, specifically designed for SAP customers and partners under NDA.



Available content

- My Trust Center news
- Policies, Frameworks, TOMs and support schedules
- Sub-processors / Data Transfer Factsheets / EU Data Act Online Register
- Tools & Information
- Financial Services "FS" Subcontractors
- Digital Resources & Enablements

SAP Trust Center | Security, Privacy, Cloud Status & More

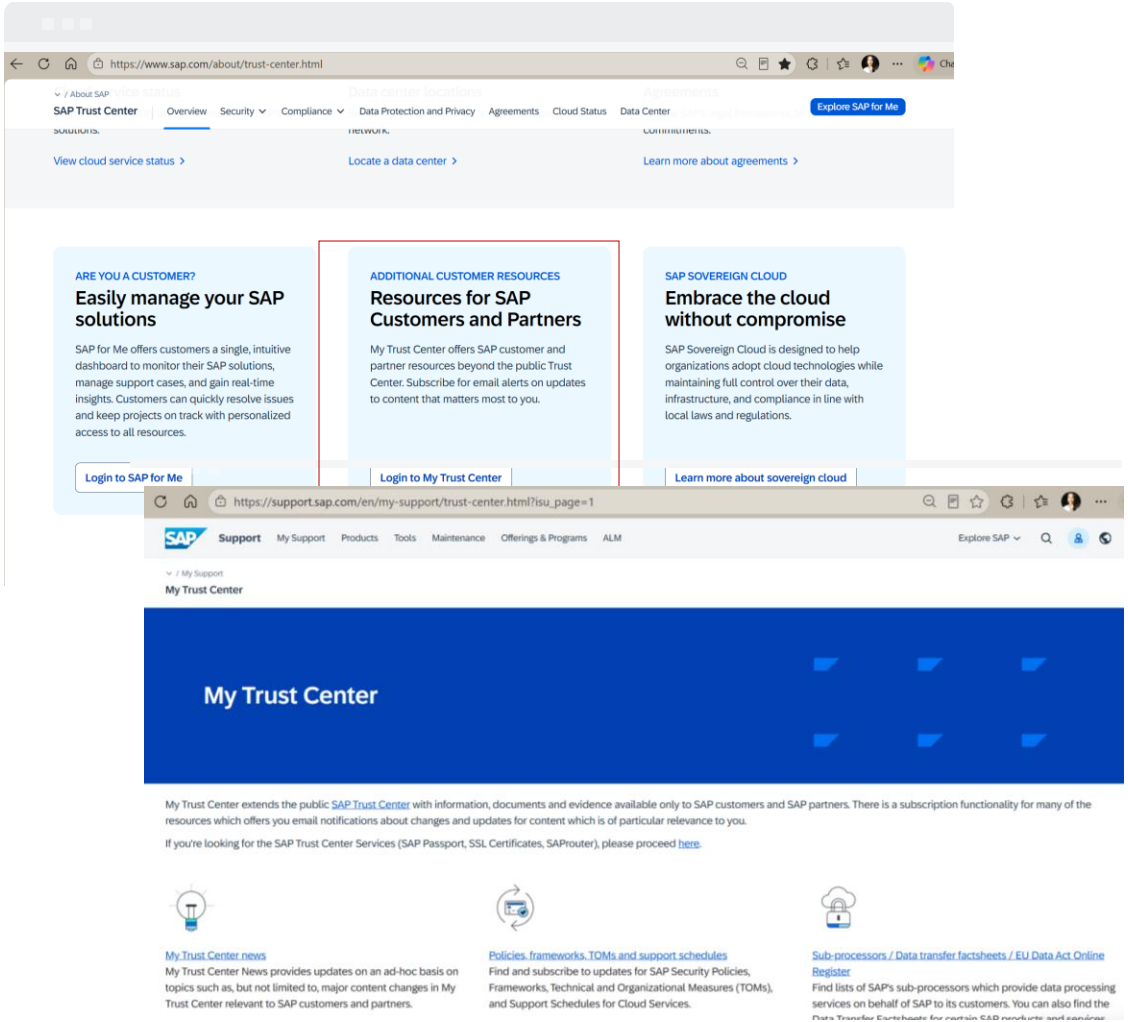
Public

Where can I find the My Trust Center?

[My Trust Center]

SAP My Trust Center is also placed on [SAP Trust Center | Security, Privacy, Cloud Status & More] page

Login required (S-User ID)



Public

Customer SAP My Trust Center

S-User account holders only

https://support.sap.com/en/my-support/trust-center.html



Policies, Framework & TOMs



Tools & Documentation



Sub-processors



Digital resources

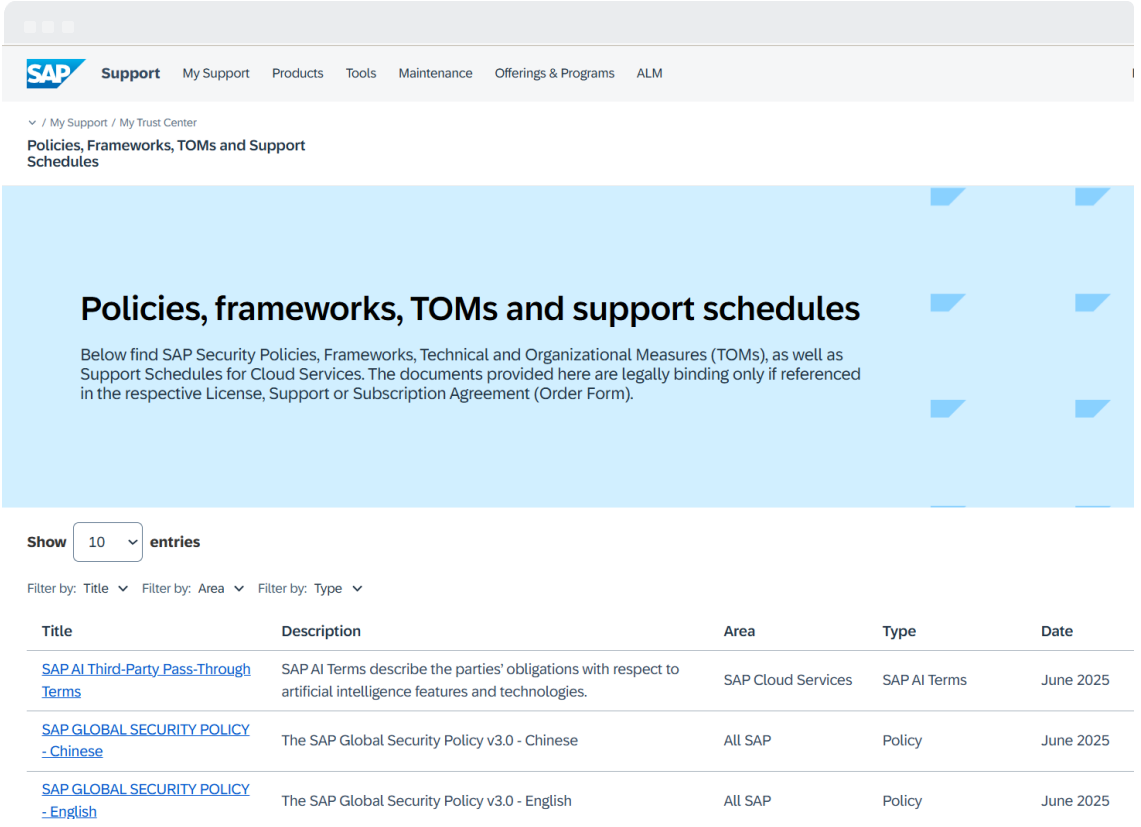
Public

SAP My Trust Center - Policies, Frameworks and TOMs

Policies, frameworks, TOMs and support schedules

Find and subscribe to updates for SAP Security Policies, Frameworks, Technical and Organizational Measures (TOMs), and Support Schedules for Cloud Services.

- Current TOMs - security measures implemented to protect personal data processed in SAP cloud solutions
- SAP Global Security Policy



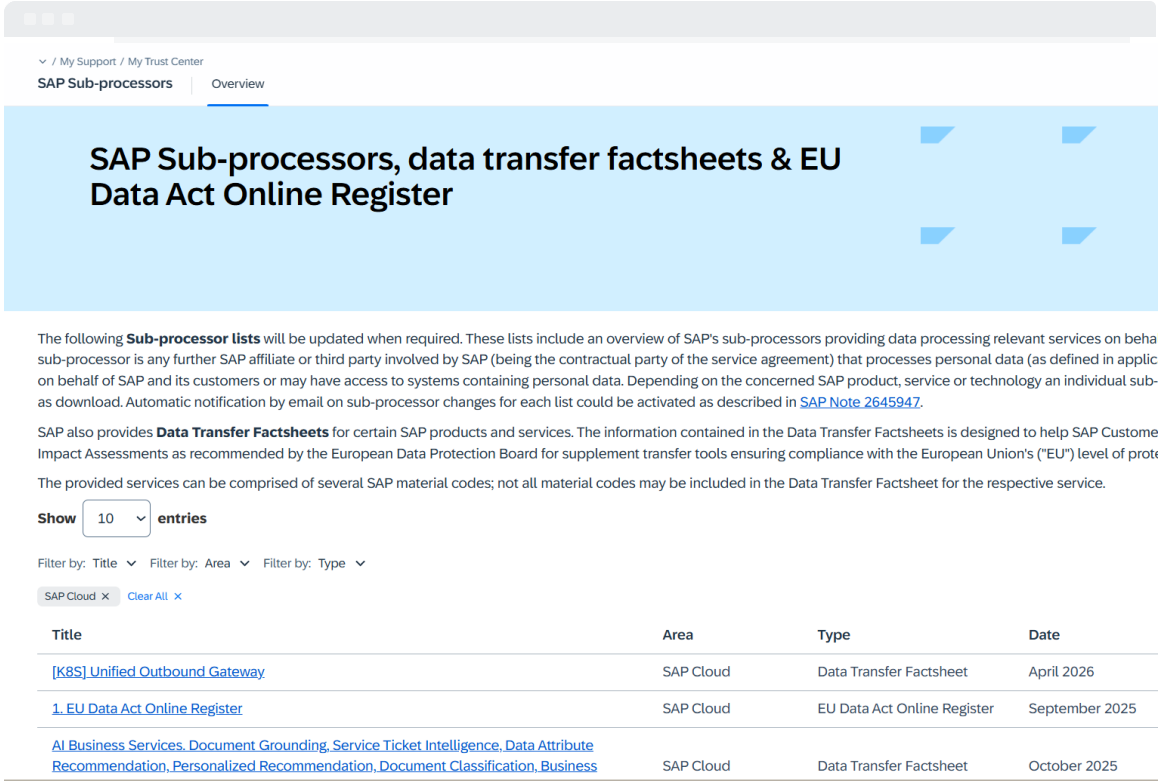
Public

SAP My Trust Center - SAP Sub-Processors

Sub-processors, Data transfer factsheets & EU Data Act Online Register

Find lists of SAP's sub-processors that provide data processing services on behalf of SAP to its customers, plus Data Transfer Factsheets for certain SAP products and services.

- Subscribe to the sub-processor list for advanced change notifications
- SAP Note 2645947 – Sub-Processor transparency and advanced notification

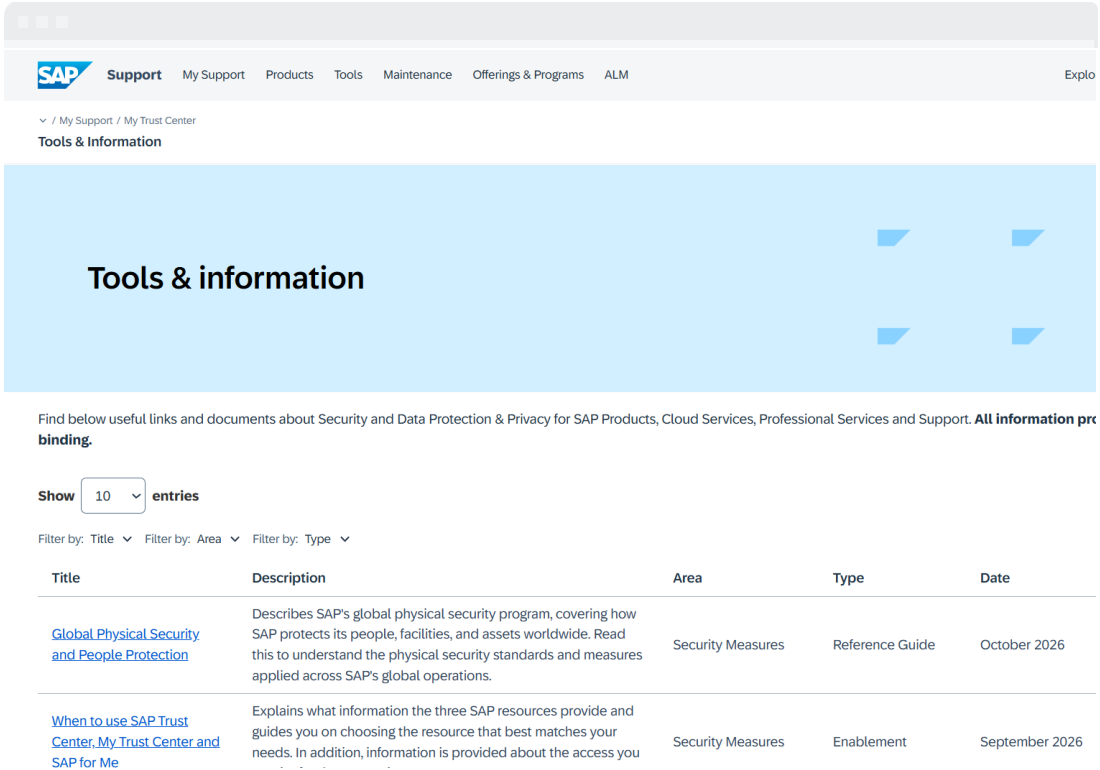


SAP My Trust Center - Tools & information

Tools & information

Find useful links and documents about Security and Data Protection & Privacy for SAP Products, Cloud Services, Professional Services and Support.

- Reference guides, FAQs and enablement material - updated regularly
- Note: information provided here is not legally binding



Public



Security Artifacts

Certifications, audit reports, and evidence you can obtain



Certifications and audit reports

Artifact	What it is	Access	How to use it
ISO 27001 27017 / 27018/ ISO 42001	ISMS, cloud security controls, PII in cloud certifications	Public via Trust Center	Map to your control framework; confirm scope covers your services and regions
SOC 1 / SOC 2	Third-party audit reports on controls design and operating effectiveness	Under NDA via account team/ SAP For Me	Review control descriptions vs. your requirements; map to NIST/CIS
CSA STAR	Cloud Security Alliance assessment and self-assessment	Public - STAR Registry Entries for SAP | CSA	Cross-reference with your CAIQ questionnaire items

Public

Shared Responsibility Model

Responsibility	IaaS	PaaS	SaaS
Security Governance and Compliance	Customer	Customer	Customer
Data Security	Customer	Customer	Customer
Application Security	Customer	Customer	Shared
Platform Security	Customer	Shared	Provider
Infrastructure Security	Shared	Provider	Provider
Physical Security	Provider	Provider	Provider

Public

Your three-step due diligence approach

1

Identify scope

Which SAP services are in your footprint?

2

Gather artifacts

For each in-scope service, pull the ISO certificate, SOC report (request under NDA), DPA, sub-processor list, cloud service description, and product security guide from the Trust Center and Help Portal.

3

Map to your framework

Whether NIST CSF 2.0, ISO 27001 Annex A, or a custom RFP questionnaire, map SAP's control statements to your control IDs.

Public

Public

Answering real security questionnaires

Mapping common questions to SAP evidence sources

Questionnaire item	Answer	Evidence source
Encryption at rest?	Yes	Trust Center > Security; SOC 2 report
SSO via SAML 2.0 / OIDC?	Yes	Product Security Guide (Authentication section); Cloud Identity Services documentation
Do you maintain audit logs?	Yes	Product Security Guide (Audit and Logging section); SOC 2 report
Breach notification process?	Yes	Data Protection Agreement (DPA)
Are you ISO 27001 certified?	Yes	Trust Center > Compliance > Certificates

Public

Compliance Offering @ SAP

SAP Trust Center

My Trust Center

SAP for Me

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SAP Bring out your best.



Any Questions?

You ask. We answer.

Want to Learn More?

Access Customer Resources
at the SAP Trust Center here:

www.sap.com/trust-center



Thank you.

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