

Data Loss Prevention Cloud Services—Email Safeguard

Privacy Notice



Effective: October 7, 2016

Purpose and Scope

This Privacy Notice explains what data Symantec Corporation and its group of companies (“Symantec”, “We”, “Us”) collects or processes from You and what we do with this data when You use Symantec Data Loss Prevention Cloud Services – Email Safeguard (“Email Safeguard”) and applies to data collected through or related to Your use of the Email Safeguard. Unless otherwise specified, this Privacy Notice does not apply to any other products/services or to data collected in any other way (online or offline) or for any other purpose.

Data We Collect and Process (“Your Data”)

Email Safeguard collects from Your environment, and automatically transmits to Symantec, data, which may include, without limitation:

- Administrator contact information and email address;
- Software configuration, product details, and installation status;
- License status, license entitlement information, license ID, and license usage;
- Language, location, browser type and version, IP address, and ID;
- Application and database access configurations, policy requirements, and policy compliance status, and application exception and workflow failure logs;
- Information associated with possible threats, including client security event information and IP address;
- Information on potential security risks, portable executable files, and files with executable content that are identified as malware which may contain personal information, including first name, last name, email address, credit card name, credit card numbers, phone numbers, and information on the actions taken by such files at the time of installation as provide by You;
- Application exception and workflow failure logs; and/or
- Personal information provided during configuration of the Service or any other subsequent service including technical support calls.

For purposes of this Privacy Statement, “personal information” means any information that can be used to directly or indirectly identify an individual.

Automatically Collected and Stored Data (“Stored Data”)

Your Data Email Safeguard collects from Your environment, and stores in Your environment, data, which may include, without limitation:

- Encrypted policies and profiles to be used for data loss prevention;
- Locally quarantined files; and/or
- Conviction metadata as per the above.

The above Stored Data is necessary to enable the functionality of Email Safeguard and, by itself, is in an encrypted, anonymous format.

How We Use Your Data

Symantec may use Your Data for the following purposes, and any related purposes compatible with the below:

- Enabling and optimizing the performance of Email Safeguard;
- Limiting damage done by installed malware;
- Providing support or debugging assistance;
- Sending You promotional information, in accordance with Your permission, as required by applicable law;
- Deriving statistics from Your Data to publish reports on security risks/trends;
- Research and development, such as improving Symantec’s products or services (e.g., to better protect You, such as by using data analytics to protect Your network/data);
- License administration;
- Combating fraud or any other criminal activity;
- For any other purpose with Your consent; and/or

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- In an anonymized and/or aggregated form for the general security research purposes of:
 - Improving the detection of malware;
 - File sample analysis to discover advanced malware; and/or
 - Statistical analysis of product deployment and usage, including analysis of trends and comparisons in our aggregated install base.

How We Transfer, Store and Disclose Your Data

We are a global organization and may transfer Your Information to other countries, including countries that may have less protective data protection laws than the country in which You are located (including the European Union). We will take steps to ensure the necessary level of protection is in place for these transfers. For the purposes described in this privacy statement, Your Information (i) may be stored and processed manually and/or electronically through global systems and tools; (ii) may be disclosed to vendors or third parties that process data on behalf of Symantec; (iii) may be disclosed in connection with any proposed or actual sale or other transfer of some or all assets of Symantec in the event of a reorganization, merger, acquisition, or sale of our assets; (iv) may be disclosed and shared if we are required to do so by law or in response to a request from law enforcement authorities; and/or (v) may be disclosed as otherwise permitted by You.

To promote research, awareness, detection, or prevention of security risks, Symantec may disclose Information to relevant public and private entities such as cybersecurity research organizations and security software vendors. In such cases, we will endeavor to anonymize such information or to minimize any personal information in it to the extent reasonably possible without defeating purposes of security risk research, awareness, detection or prevention.

How We Protect Your Information

We have taken appropriate administrative, technical, organizational, and physical security and risk management measures, in accordance with applicable laws to ensure Your Data is adequately protected against accidental or unlawful destruction, accidental loss, alteration, unauthorized disclosure, or access, use, and all other unlawful forms of processing of Your Data in our possession.

Your Obligation to Personal Information

It is Your responsibility to ensure that any disclosure by You to Symantec of personal information of Your users or third parties is in compliance with applicable privacy and data security laws, including informing users and third parties that You are providing their personal information to Symantec, informing them of how it will be transferred, used, or processed, and gathering appropriate consents and other legal measures required for such transfer, use, or processing.

Data Access

Subject to applicable laws, you have the right to ask us to provide you with the personal information we process about you, to revise Your Data, or to delete your information, to withdraw your consent, or to remove you from any of our mailing lists.

We may retain certain Information if necessary to prevent fraud or future abuse or as otherwise required or permitted by law.

Contact Us

Please contact us at privacyteam@symantec.com if You have any questions.

Changes To This Privacy Notice

We reserve the right to revise or modify this Privacy Notice and will note the date of its most recent revision above. If we make significant changes to this Privacy Notice, and where required by applicable law, we will either notify You either by prominently posting a notice of such changes or by directly sending You a notification.