Email Security Service (ESS) – core features

This Notice describes how the above designated Product processes Personal Data. It provides the information relevant to assess and document privacy relevant aspects of the use of this Product. This Notice and the relevant terms of the Broadcom Privacy Policy are the authoritative statements relating to the Personal Data processing activities and privacy regulatory compliance aspects associated with the use of this Product.

About this Notice

Product version(s) covered by this Notice:	Latest and all-time current

About the Product

For information on the purpose, features and technical characteristics of the Product, please refer to the documentation at https://www.broadcom.com/products/cyber-security/web-and-email/messaging/email-security-cloud.

Product type:	☐ Hardware	☐ Software	☒ Service	☐ Other
Deployment model(s):	☐ On-premise	☒ Cloud-based	☐ Hybrid	☐ Other

About the Processing Operation(s) performed by / for the purpose(s) of the Product

This Product:	☐ Must process Personal Data to deliver its core feature(s)	☒ Does not require processing any Personal Data to deliver its core feature(s)	
This Product:	☒ Has optional features that may process Personal Data	☒ Such optional features are active by default	☒ Such optional features are inactive by default
This Product processes:	☒ Non-sensitive Personal Data	☒ Sensitive Personal Data	☐ Not applicable
The Product involves:	☐ Profiling of individuals based on personal characteristics	☐ Automated decision making that produces legal or other significant impacts on individuals	

In the course of scanning emails for security, the Product may incidentally and transiently process any sensitive data contained therein, but it will not identify, inspect, further process or derive any information from such data.

About the Personal Data processed by / for the purpose(s) of the Product

Categories of Personal Data	Categories of Data Subjects	Purpose(s) of Processing	Categories of Data Recipients	Needed for core features (Yes/No)	Processing location(s)
Business contact details and authentication credentials	Customer admins	Service access and configuration, service notifications	Hosting providers	Yes	Belgium, Sweden, UK, U.S., Finland
Network activity log	Customer admins	Service usage tracking	Hosting providers	Yes	
Metadata and content of emails which the Customer routes to the service	Customer end-users	Scanning, spam & malware detection and quarantine, customer policy-based encryption, email fraud prevention, false positive submission, threat and targeted attack analysis and remediation tracking and reporting	Customer admins, hosting providers, third-party providers of policy-based encryption, email fraud prevention and gateway services	Yes (with the exception of optional add-on features described in the service documentation)	Belgium, Finland, Netherlands, Sweden, UK, U.S.
Personal Data submitted for directed screening purposes					
Email addresses and logs	Customer end-users	Phishing readiness exercise	Customer admins, hosting providers	No	U.S.

About managing the Personal Data processed by / for the purpose(s) of the Product

Privacy Enhancing Technologies

Subject to more detailed information provided in the Product description and other customer literature e.g. on optional Product settings and configurations available, the Product has the following technical and organizational capabilities to enhance and protect the privacy of the Personal Data it processes:

Privacy Objective	Privacy Enhancing Technologies / Measures	Data at rest	Data in transit[a]
Data confidentiality	Access control measures	☒	NA
	Encryption	☒	☒
Data integrity	Anti-tampering technology	☒	NA
	Change logging	☒	NA
Data availability	Business continuity measures (e.g. failover)	☒	NA
	Disaster recovery measures (e.g. backups)	☒	NA
Data incident	Detection and flagging of incidents	☒	NA
	Response mechanisms to incidents	☒	NA
Current certification(s):	Service: ISO27001; Hosting environments: SOC2		

[a]Data in transit encompasses traffic between client systems and SaaS endpoints.

Data Subject Rights

Data erasure happens on a rolling daily basis for clean email. The Customer can choose to make data invisible, without however taking it off from Symantec's systems before their expiry date indicated below. The Customer can also change certain configuration settings so that data related to Customer directed screenings is not collected or retained. The Customer has full access to any stored data throughout their subscription period to service any data subject requests.

Personal Data Retention Schedule

Suspected spam is quarantined for 14 days, unless the Customer configures the Product to drop spam emails right away. Suspected malware is quarantined for 30 days. Email metadata and Customer-directed screening results are stored in the central database in the Management System for 30 days, and deleted on a rolling basis upon their expiry date, unless the Customer configures the Product not to store the results of directed screening. Dashboard reporting data is available for 40 days for detailed information and 12 months for summary information. Network activity logs are stored for 1 year to facilitate service usage traceability and potential dispute resolution. We will continue to provide service for 30 days after a customer's subscription ends as part of a grace period. After service termination, there is a 30 day grace period that the service will be provided. Customer configuration data is stored for another 60 days, to facilitate service resumption if the Customer chooses to return.

About Regulatory Compliance Matters

Data Processing Addendum

Where your use of the Product or of related services involves CA Inc., its parent and/or affiliates acting as a Data Processor on your behalf, the rights and obligations of both parties with respect to such Personal Data processing, including as regards disclosures and cross-border transfers of Personal Data to and/or by CA Inc., its parents and/or affiliates and any of their sub-processors, are defined in the applicable Data Processing Addendum available at: https://www.broadcom.com/company/legal/ca/data-transfers.

Sub-Processing

The specific sub-processor(s) involved in the delivery of this Product can be found below:

- https://www.broadcom.com/company/legal/privacy/sub-processors

This list is subject to change in accordance with the statutory requirements and contractual terms applicable.