

April 15, 2015

We take Your privacy very seriously. This Notice is designed to help You understand what information we collect or process about You and what we do with this information when You use Symantec Messaging Gateway.

## Scope

This Privacy Notice applies to your use of the Symantec Messaging Gateway (“Messaging Gateway”). To view the Complete Online Privacy Statement that applies to Your use of Symantec websites, please click [here](#).

## Automatically Collected and Transmitted Information (“Collected Information”)

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

- Software configuration, product details, installation status;
- License status, license entitlement information, license ID and license usage;
- Device type, OS version, location, IP address;
- Personal information provided during the configuration of Messaging Gateway
- IP addresses of email message senders;
- Spam email and/or false positive messages, names, email addresses, domain names, IP addresses, and any other personal information that may be in a message body;
- Invalid recipient emails registered by You (“Probe Email Addresses”) and the unmodified emails, including email content, sent to Probe Email Addresses when you opt to participate in the Symantec Probe Network

Transmission of certain of the above Transmitted Information may be deactivated during and after installation by following the instructions in the documentation for Messaging Gateway. Submission of the Transmitted Information is not required and You will be able to use Messaging Gateway even if You do not submit the Transmitted Information to Symantec. Symantec will not correlate submitted files with any other personal information.

Messaging Gateway utilizes the LiveUpdate functionality. For information about the LiveUpdate functionality, please refer to the [LiveUpdate Privacy Notice](#).

## Stored Information

Messaging Gateway collects from Your environment and stores in Your environment, information, which may include, without limitation:

- Certain features of the Licensed Software may enable You to collect, correlate and store on Your computer system only individual user information in a manner that could be personal.
- Organizational name, country codes, personal names, street addresses, email addresses, domain names, and associated IP addresses which You manually submit as part of Your participation in Content Encryption services.

The Stored Information is used to enable the functionality of Messaging Gateway and will not be transmitted back to Symantec.

## How We Use Your Information

Collected Information will be used for the purposes of:

- Enabling features and optimizing the performance and installation success rate of Messaging Gateway;
- License administration;
- Improving the detection ability of Symantec's antispam technology
- Internal research and development, including improving Symantec's products and services; and/or
- Statistical analysis of product deployment, including analysis of trends and comparisons in our aggregated install base

We may also use Your information to send you promotional information, in accordance with Your permission, as required by applicable law.

## Technical Support

In the event You provide information to Symantec in connection with a technical support request, such information will be processed and used by Symantec for the purpose of providing the requested technical support, including performing error analysis.

## How We Share Your Information

We are a global organization and we may store and process Your information in other countries, including countries that may have less protective data protection laws than the country in which You are located (including the European Union). The Collected Information will be stored and processed manually and electronically through global systems and tools for the purposes above. The Collected Information may be accessible by Symantec employees or contractors on a need-to-know basis, exclusively to be used in accordance with the purposes described above. For the same purposes the Collected Information may be shared with partners and vendors that process information on behalf of Symantec. Symantec has taken steps so that the Collected Information, if transferred, receives an adequate level of protection.

In order to promote awareness, detection and prevention of internet security risks, Symantec may share the information collected through Messaging Gateway and/or information we may receive from You when You receive technical support, with research organizations and other security software vendors. Symantec may also use statistics derived from your information through Messaging Gateway or submitted by You, to track and publish reports on security risk trends.

Please be advised that in certain instances, it may be necessary for Symantec to disclose Your personal information to government officials or otherwise as required by our legal obligations.

## How We Protect Your Information

To protect Your information, we have taken appropriate administrative, technical, physical and procedural security measures, consistent with international information practices.

## **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 national laws governing the collection, use and protection of personal information applicable to Your country or region of operation. In particular, it is Your responsibility to inform users and third parties that You are providing their information to Symantec, to inform them of how it will be used and to gather appropriate consents required for such transfer and use.

## **Disclosures to Law Enforcement**

Subject to applicable laws, Symantec reserves the right to cooperate with any legal process and any law enforcement or other government inquiry related to Your use of Messaging Gateway. This means that Symantec may provide documents and information relevant to a court subpoena or to a law enforcement or other government investigation.

## **Accessing, Updating, or Correcting Your Information**

Under certain circumstances, You may be able to request the removal of information we have about You. We will respond to requests to access or delete your information within 30 days. We may retain certain data contributed by You if it may be necessary to prevent fraud or future abuse, or for legitimate business purposes, such as analysis of aggregated, non-personally-identifiable data, account recovery, or if required by law.

## **Contact Us**

For any inquiry about the information contained in this Notice or about Symantec's privacy practices, please contact us at [privacy@symantec.com](mailto:privacy@symantec.com).

## **Changes To This Notice**

We reserve the right to revise or modify this Notice. If this happens, we will post a prominent notice on this website prior to the change becoming effective. If the change would have the effect of introducing a purpose for the use of Your personal information, which is inconsistent with this notice, and where required by applicable law, we will either notify You or provide You with an opportunity to opt-out from such use.