

# Symantec Touchdown Privacy Notice



Effective July 9, 2014

We take your privacy very seriously. This document is designed to help you understand what information we collect or process about you and what we do with this information in relation to your use of Symantec Touchdown.

This document includes the following sections:

- Frequently Asked Questions
- Symantec Touchdown Login Privacy Notice

## **Frequently Asked Questions**

### **What is Symantec Touchdown?**

The Symantec Touchdown (“Touchdown”) application is operated by Symantec Corporation (“Symantec”, “we”, “us”). Touchdown is an application which allows you to access your corporate data and separate your personal data from your corporate data on your devices.

### **Who Is Symantec and Where Is It Located?**

Symantec Corporation is located in the United States. We collect and store your personal information in the United States.

### **What Does Symantec Know About Me?**

Touchdown was built in such a way, that Symantec does not need to access any of your information in order for the application to perform. The only information that Touchdown sends to Symantec may be your email address. Symantec will only know your email address if you are a licensed user under a corporate subscription. This means your company is paying for an enterprise license.

### **Do I Have to Give Symantec My Information?**

You are not required to provide any information to Symantec. However, if you choose not to provide any of the required information, you may not be able to use Touchdown.

## **Symantec Touchdown Privacy Notice**

### **Scope**

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

### **Information We Process About You**

When you use Touchdown, we may process certain information, which includes:

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## Privacy Notice



- Email address;
- Email credentials, including username and password;
- Corporate server information;
- Connection information
- Device ID;
- Phone number; and
- License key;

### How We Use Your Information

In order to allow you to access your corporate data and help you keep your personal data separate from your corporate data, we may use your information to:

- Authenticate your credentials with your corporate email server; and
- Allow you to access the application and download corporate data;

Touchdown is built in such a way, that we do not need to use the information that is input, contained or created in the application. Therefore, we don't access that information, or send it back to Symantec. The only information to which Symantec may have access, is your email address. We only know your email address if you are a licensed user under a corporate subscription. This means your company is paying for an enterprise license.

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

### 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).

We retain the services of outside contractors to provide services for us. They may be used to perform functions such as to provide technical support or handle order processing. We require that these contractors keep the personal information of customers secure and confidential. We also require that these contractors use personal information only on our behalf.

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, including encrypting your information during transmission.

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## Communication Preferences

We provide a number of ways for you to choose whether you would like to receive additional communications from us. We may offer you these choices at the time you give us your information. If you are on a Symantec webpage that requires personal information to be submitted but does not offer communication choices, or would like to change your preferences for information that you have previously provided, please contact us through any of the ways listed below.

## Accessing, Updating, or Correcting Your Information

The only information Symantec may have access to as a result of your use of the Touchdown Application is your email address. We retain this information for as long as your account is active or as needed to provide your enterprise's subscription. 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

If you have questions or concerns about your privacy, please:

Write to us: Symantec Corporation – Privacy Program Office  
350 Ellis Street  
P.O. Box 7011  
Mountain View, CA 94043  
U.S.A.  
Call us: 1-650-527-8000  
Email us: [privacy@symantec.com](mailto:privacy@symantec.com)

If you are located in the European Economic Area, please:

Write to us: Symantec Limited – Care of the UK and Ireland Legal Team  
350 Brook Drive  
Green Park, Reading, Berkshire, England, RG2 6UH

## 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.