

Effective: January 3, 2017

Purpose and Scope

This Privacy Notice explains what data Symantec Corporation and its group of companies (“Symantec,” “we,” “us”) collect or processes from you and your children (the “Child” or “Children”) and what we do with this data when you use Norton Core. Your Child cannot use our services to make his or her Personal Information publicly available. 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. The Symantec Privacy Statement available at <https://www.symantec.com/privacy> is incorporated by reference in this Privacy Notice.

For purposes of this Privacy Notice, “Personal Information” means any information relating to an identified or identifiable individual.

What Data We Collect and Process (“Your Data”)

Some Personal Information must be provided to install and use Norton Core. Symantec will not require you to disclose more information than is reasonably necessary. Through your use of Norton Core, we may collect data that may include:

- Wireless network SSID/password (encrypted);
- Device information, including any Personal Information you include when assigning device name(s) and, if provided, the name of the person to whom the device is assigned, and device user agent data/app user agent data, including device type, manufacturer, and model; operating system; and IP address;
- Data regarding device usage, including data regarding the time of last device use, internet usage time for each connected device, and gateway logs detailing network connection activities;
- Website addresses for parental control settings, including blocked websites, visited websites, and time and content filter information;
- Personal Information you may enter into your profile, including username and your picture;
- Personal Information you provide for customer support and connectivity assistance, such as userID, name, role, policies, and device information;
- Attempts to download executable files/mobile apps;
- Shipping address and related information.

Norton Core uses Google Analytics’ Measurement Protocol with IP anonymization parameters to transmit critical error information (including IP address) and information on your feature usage services (“Norton Core Telemetry”) to Google Analytics, which is not owned or operated by Symantec. The Norton Core Telemetry may be combined with Your Data and used for the purposes provided in this Privacy Notice. **If you do not consent to this data collection and usage, please do not use Norton Core.**

For more information about Google Analytics, please see:

- <https://developers.google.com/analytics/policy>
- <https://support.google.com/analytics/answer/6004245?hl=en>
- <https://support.google.com/analytics/answer/2763052?hl=en>

How We may Use Your Data

We will not sell or rent your or your Child’s Personal Information to any third parties for marketing purposes. Symantec will process Your Data for the purposes described below as well as for any related purposes compatible with the below:

- Enabling and optimizing the performance of Norton Core;
- Shipping you the Norton Core hardware;
- Presenting instruction text and controls used for installing Norton Core;
- Identifying you and your Child to our services;
- Helping you monitor and supervise your Child’s online and mobile device activities and enforce your set rules;
- Helping detect misuse of your Child’s Personal Information and report such misuse to you;
- Communicating with you and your Child in order to provide the service;
- Informing users of site safety and blocking browsing to unsafe websites;
- Research and development, such as improving Symantec’s products or services to better protect you, such as by using data analytics to protect your network, data, or identity;
- Deriving statistics from Your Data to track and publish reports on security and identity theft risks/trends;
- License administration;
- Statistical analysis of product deployment, including analysis of trends and comparisons in our aggregated user base;
- Understanding product usage and alerts to inform you of better ways to benefit from a product’s features;
- Monitoring and improving product performance in terms of availability and response times;
- Understanding frequency of product email communications to optimize user experience;
- Improving customer satisfaction from services provided via owned and third party call centers;
- Tailoring information presented to you based on your browsing preference (such as language and geographical region);

- Providing us with business and marketing information; and/or
- 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.

Symantec will retain your and your Child's Personal Information for only as long as reasonably necessary to fulfill the purpose for which it was collected, at which time the Personal Information will be deleted to protect against unauthorized access and use. Some Personal Information is required for the duration of your use of Norton Core. **If you do not consent to this data storage and retention, please do not use Norton Core.**

How We Transfer, Store and Disclose Your Data

We are a global organization and may transfer Your Data to other countries, including countries that may have less protective data protection laws than the country in which you are located. We will take steps to ensure the necessary level of protection is in place for these transfers. For the purposes described in this Privacy Notice, your information (i) may be stored and processed manually and/or electronically through global systems and tools; (ii) may be processed by vendors or third parties 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 Your Data to relevant public and private entities such as cybersecurity or identity theft research organizations and security software vendors. In such cases, we will endeavor to anonymize such information or to minimize any Personal Information to the extent reasonably possible without defeating purposes of security risk research, awareness, detection, or prevention.

How We Protect Your Data

We have taken reasonable and 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 information regarding the Personal Information we process about you, to revise Your Data, 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 prior to implementing the changes or by directly sending you a notification.