

Norton Community Watch Privacy Policy



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What is Norton Community Watch?

Norton Community Watch allows Norton security product users from around the world to help speed identification and further reduce the time to deliver protection against new security risks trying to infect your computer. The program collects selected security and application data and submits the data to Symantec for analysis to identify new threats and their sources, and to help improve user security and product functionality.

Why is Norton Community Watch good for me?

By joining the Norton Community Watch program you:

1. Participate in building better, stronger protection against the latest, unknown threats. Symantec analyzes the data you send, as well as the data from other users in the Norton Community. Our backend technology uses sophisticated algorithms to compute a security reputation rating for each file downloaded, installed or run on the machine. Norton security product users get the benefits of this new innovative technology when a Norton product:
 - a. **Blocks downloads with Download Insight.** Norton tells you whether your download is safe, unsafe, or somewhere in between. And – if your download isn't safe, our products take immediate, decisive action.
 - b. **Delivers improved heuristics** that enable better detection rates as well as reducing false positives
 - c. **Runs faster scans using Norton Insight.** Files that were submitted, analyzed and determined as known-good through Norton Community Watch are not scanned, hence resources are saved to run other tasks on your system.Check out our Norton Protection Blog for more information on this technology.
2. Join the fight against cybercrime! Symantec is committed to making the Web a safer place to work, surf and play. By providing critical security and application data, you contribute to the intelligence required to identify new threats and block them before they reach our computers.

How does Norton Community Watch make the Web safer?

Symantec analyzes the data collected and received through Norton Community Watch from millions of users to help identify and block new security risks and threats. From the data collected, Symantec uses many reputation attributes (such as the date a file was first seen and the number of Norton Community Watch users who use a file), to calculate a safety rating for every file found within the Norton Community Watch membership. When you download a file, Download Insight will check its reputation and block it if it not safe before it runs on your computer. Using the power of millions of users to define the safety of a file, you get better protection and the work of cybercriminals becomes more difficult.

What data does Norton Community Watch collect from my computer?

Norton Community Watch will collect and send to Symantec security and application data including:

- I. Non-executable and portable executable files that are identified as malware;
- II. URLs of websites visited that your Norton product deems potentially fraudulent;
- III. The URL of the website that you most recently visited prior to installation on your computer of a downloaded security risk;
- IV. Information about the processes and applications running on your computer from time to time, including at the time that a potential security risk is encountered; and/or
- V. A sample of data sent by your computer in response to a potential security risk.

You can view all the data sent to Symantec through Norton Community Watch by visiting the “Security History” on your Norton product and selecting “Norton Community Watch” from the dropdown menu.

Does Norton Community Watch collect any of personal information found on my computer?

Symantec takes steps to avoid collecting any personal information from your computer. Whenever possible data collected by Norton Community Watch is anonymized before being transferred to Symantec. However, the collected data may contain:

- Your username, which should not be personally identifiable if you have selected an alias to protect your identity; and
- Personally identifiable information that a potential security risk is obtaining from your computer, or attempting to obtain without your permission.

How can I join Norton Community Watch?

There are two ways you can join Norton Community Watch:

1. Make sure the “Norton Community Watch” checkbox is selected when you install your Norton product.
2. From your product, visit the “Settings” option and then choose the “Miscellaneous” tab. Make sure the “Norton Community Watch” option is turned “On”. Using this setting, you can also disable Norton Community Watch.

What if I join Norton Community Watch and then change my mind?

You can cancel your participation in Norton Community Watch at any time. To do so, click the “Settings” option in your Norton product, and then choose the “Miscellaneous” tab. From the “Miscellaneous” tab, change the “Norton Community Watch” option to “Off.”

How does Symantec use the data collected through Norton Community Watch?

Symantec uses the data to:

1. Identify the source of potential security risks;

2. Improve the ability of Symantec's products to detect malicious behavior, fraudulent websites, crimeware, and other forms of Internet security threats;
3. Provide better protection to Symantec customers in the future; and
4. Create statistics derived from this information to track and publish reports on security risk trends.

Symantec may disclose the collected information if asked to do so by a law enforcement official as required or permitted by law or in response to a subpoena or other legal process. In order to promote awareness, detection and prevention of Internet security risks, Symantec may share certain information with research organizations and other security software vendors.

Symantec does not aggregate the data stored by Norton Community Watch with any data, contact lists, or subscription information that is collected by Symantec for promotional purposes.

How does Symantec store the data collected through Norton Community Watch?

All Norton Community Watch data are stored in a secure manner and are not correlated with any personally identifiable information.

The collected data may be transferred to the Symantec group in the United States or other countries that may have less protective data protection laws than the region in which you are situated (including the European Union), but Symantec has taken steps so that the collected information, if transferred, receives an adequate level of protection.