Norton Error Management
Privacy Policy

Effective: April 16, 2010
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If your Norton product encounters a problem, you may be asked for permission to send an information report regarding the problem from your computer to Symantec through the Error Management feature.

What data is collected by Symantec through Error Management?

i.   If your Norton product encounters a problem and you elect to send a data report through the Error Management feature, the report may include information regarding the status of both the Norton product and your computer at the time that the problem occurred. The status information about your computer may include: the system language, country locale, and the operating system version for your computer;

ii. The processes running, their status and performance information; and

iii. Data from files or folders that were open at the time the Norton product encountered the problem.

The data report could contain personally identifiable information if such information is included in the files or folders, or is a part of the name of the files or folders open at the time your Norton product encountered the problem. This information will be sent to Symantec only with your permission, and will not be sent automatically.

How will Symantec use the data collected through Error Management?

The data collected through Error Management will be used by Symantec for the purpose of correcting the encountered problem and improving Symantec's product performance. Symantec may disclose the collected data 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 certain cases, if an error is encountered due to a security risk, Symantec may share certain data with research organizations and other security software vendors about the security risk in order to promote awareness, detection and prevention of the risk. Symantec may also use statistics derived from the information to track and publish reports on security risk trends.

How does Symantec store the data collected through Error Management?

Any stored data will be stored in a secure manner, and will not be correlated with any personally identifiable information. Symantec does not aggregate the data collected by Error Management with any data, contact lists, or subscription information that is collected by Symantec for promotional purposes.

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 data, if transferred, receives an adequate level of protection.