

Norton Identity Protection Privacy Notice



Effective: July 12, 2016

Purpose and Scope

This Privacy Notice explains data collection and use practices and applies to data collected through or related to your use of Norton Identity Protection. 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.

For purposes of this Privacy Notice, “personal information” means information that can be used to reasonably identify an individual.

Transactional Data Collected by Symantec

Symantec collects the following data that includes personal information (collectively, “Transactional Data”):

- Enrollment status to the overall product
- Redemption and usage of product features (e.g., cyber monitoring or credit monitoring)
- Alert notifications by type of alert
- Information about your login or attempt to login to the service
- Status of your overall service (e.g., enrolled or expired)
- Pages visited and duration within the product’s online portal
- Call center reporting on frequency of call, duration of call, reason of call, status of cases
- Count of monitored elements by type
- Email communications you received by type
- System uptime, response time, and system logs for services
- Name, address, phone number, email address and credit card information

We may also collect your personal information when you contact us about any Symantec product or service, such as for technical support.

Enrollment Data Collected by a Third Party Partner

To assist us with providing Norton Identity Protection, our Third Party Partner (i.e., not a Symantec company) may collect information directly from you when you enroll in Norton Identity Protection, including certain sensitive personal information listed below (collectively, “Enrollment Data”). **Note that it is our Third Party Partner rather than Symantec who decides how your Enrollment Data will be collected, used, disclosed, retained or otherwise processed. Therefore, your Enrollment data is subject to the Third Party Partner’s privacy statement. Before submitting your Enrollment Data, please refer to the privacy statement of our Third Party Partner located [HERE](#).**

Enrollment Data may include:

- Personal information provided by you or other authorized users of the service such as your family members (e.g., email address, phone number, Social Security number, bank account number, international bank account number, credit/debit card number, driver’s license number, passport number, postal address, national ID, retail cards);
- Children’s personal information provided by you or other authorized users of the service such as your family members (e.g., Social Security number, email address);
- Credit score and report;
- Details of monitoring alerts;
- Usage of services within the portal (such as Sex Offender Search); and/or
- In the event of an identity theft, your case details and any documents you share to restore your identity.

How We may Use Transactional Data or Personal Information (collectively, “Information”):

- Enabling and optimizing the performance of Norton Identity Protection;
- Research and development, such as improving Symantec’s products or services (e.g., to better protect you, such as by using data analytics to protect your network, data or identity);
- Limiting damage done by installed malware;
- Providing support or debugging assistance;
- Sending you or others promotional information, in accordance with your permission, as required by applicable law;
- Deriving statistics from your data to track and publish reports on security and identity theft risks/trends;
- License administration;
- Combating fraud or any other criminal activity;
- For any other purpose with your consent;
- Statistical analysis of product deployment, including analysis of trends and comparisons in our aggregated install base;
- Understanding your product usage and alerts detected 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; and/or
- Improving customer satisfaction from services provided via owned and 3rd party call centers.

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How We Transfer, Store and Disclose Your Information

We are a global organization and may transfer your Information to other countries, including countries that may have less protective data protection laws than the country in which you are located (including the European Union). 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 disclosed to vendors or third parties, including our Third Party Partner, that process data 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; and/or (iv) may be disclosed as otherwise permitted by you.

To promote research, awareness, detection or prevention of security risks, Symantec may disclose Information to relevant public and private entities such as cybersecurity or identity theft research organizations and cybersecurity or identity protection vendors. In such cases, we will endeavor to anonymize such information or to minimize any personal information in it to the extent reasonably possible without defeating purposes of security risk research, awareness, detection or prevention.

Subject to applicable laws, Symantec reserves the right to cooperate with any legal process, or any law enforcement or other government inquiry, related to your use of Norton Identity Protection, including disclosing Information if relevant to a court subpoena or to a law enforcement or other government investigation, or as otherwise required by our legal obligations.

How We Protect Your Information

To protect Information, we have taken reasonable and appropriate administrative, technical, organizational and physical security and risk management measures, in accordance with applicable laws.

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

Under certain circumstances, you may be able to request to access, update, correct or remove personal information we have about you. 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.