

Norton Shopping Guarantee Privacy Notice



November 15, 2016

Purpose and Scope

This Privacy Notice explains what data Symantec Corporation and its group of companies (“Symantec,” “we,” “us”) collects or processes from you and what we do with this data when you use Norton Shopping Guarantee (“Shopping Guarantee”) and applies to data collected through or related to your use of the Shopping Guarantee. 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.

Data We Collect and Process (“Your Data”)

As part of using Shopping Guarantee, we may collect the following data that may include, without limitation:

- Purchase details including email address, purchase amount, and purchase order number, but not including credit card information;
- Domain names and IP addresses;
- Time and date stamps;
- URLs of websites visited as well as search keywords and search results only if the feature is enabled; and/or
- Other relevant usage data (collectively, “Your Data”).

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

To assist us with providing Norton Shopping Guarantee, Symantec may engage another company (the “Third Party Partner”) to process your information. In addition to Your Data, the Third Party Partner may also collect information directly from you through your activity on Shopping Guarantee (collectively, “Third Party Data”) and will collect, use, disclose, retain, or otherwise process Your Data and **your Third Party Data** at Symantec’s direction.

Third Party Data may include:

- Contact details including name, email address, and mailing address;
- Web site name and URL; and/or
- A description of the issue in order to investigate and to resolve the claim.

How We May Use Your Data

Your Data and your Third Party Data may be used as follows:

- Providing benefits when a claim is made;
- Providing merchant information in connection with a claim, including contact information to enable direct communication with the merchant;
- Enabling and optimizing the performance of Shopping Guarantee;
- Internal research and development, including improving Symantec’s products and services as well as improving the ability of Symantec’s products to detect malicious behavior, potentially fraudulent websites, and other Internet security risks;
- Analyzing trends and tracking aggregated visitor activities including gathering general information about which pages are visited to provide such aggregated information to participating merchants; 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.

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

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. 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 and Google Analytics, 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; (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.

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Subject to applicable laws, Symantec reserves the right to cooperate with any legal process, or any law enforcement or other government inquiry, including disclosing Personal 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 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.