



Product Transparency Notice

For any queries, please contact privacyteam@symantec.com

Symantec DeepSight™ Intelligence

This Privacy Transparency Notice describes how Symantec DeepSight™ Intelligence (“Product”) collects and processes Personal Data. Its purpose is to provide You (our current or prospective “Customer”) the information You need to assess the Personal Data processing that is involved in using the Product.

1. Product Description

Symantec DeepSight™ Intelligence provides a full view of cyber risk for organizations, helping security teams to craft the right strategy for managing cyberattacks, before, during and after they occur. As a cloud-based cyber threat intelligence platform, Symantec DeepSight™ Intelligence delivers a timely stream of threat intelligence via a customizable portal and web services to empower security teams and make security technologies smarter.

Further information about the Product is available at:

<https://www.symantec.com/services/cyber-security-services/deepsight-intelligence>

2. Personal Data Collection And Processing

Sources of Data

Symantec DeepSight™ Intelligence collects Customer Personal Data during the Customer’s interaction with the service portal, or when the Customer raises a service ticket. The intelligence information provided by Symantec DeepSight™ Intelligence comes from the Symantec Global Intelligence Network (GIN).

Respective Roles of Symantec and Customer

With respect to Personal Data transmitted from the Customer to Symantec for the purposes of the Product, the Customer is the Controller, and Your Symantec contracting entity as specified in Your applicable Agreement (“Symantec”) acts as a Processor. The rights and obligations of both parties with respect to Personal Data processing are defined in the applicable Data Processing Addendum available on the [Symantec Privacy - GDPR Portal](#).

Personal Data Elements Collected and Processed, Data Subjects, Purpose of Processing

Personal Data Category	Data Subject Category	Purpose of Processing
Individual identifiers and characteristics (name)	Customer employees and contractors	To identify authorized customer personnel
Contact information (corporate email address, corporate phone number, corporate address)	Customer employees and contractors	To contact the relevant persons for service delivery
Online identifiers and trackers (host/user names, passwords and similar tokens, device IDs and similar unique identifiers, cookies and other user and device trackers, individual	Customer employees and contractors	To track the customer’s use of the service

product settings and preferences)		
Network activity data (HTTP requests)	Customer employees and contractors	To track the customer’s use of the service
Communications data (contents of emails, web form entries, search terms and history, caches of viewed contents)	Customer employees and contractors	To intake, process and respond to ad hoc Customer requests

The Product does not need and is not meant to collect or process any Special Categories of Personal Data.

Personal Data Retention Schedule

Personal Data collected for the purpose of tracking the Customer’s use of the service and network activity is erased after 30 days, unless retained longer (1) for audit purposes or (2) for use in aggregate form to improve the usability, performance, and effectiveness of the Service. Other categories listed above are retained for the duration of the contractual relationship with the Customer, unless otherwise described in the applicable product description. After the expiry or termination of the contractual relationship and where the purpose for which the Personal Data was collected is no longer current, Personal Data is decommissioned except where its retention is required by applicable law, in which case Personal Data covered by such requirement will be further retained for the legally prescribed period.

3. Disclosure and International Transfer of Personal Data

Recipients of Personal Data

Symantec will send Personal Data to internal recipients (affiliated Symantec entities) and external recipients (third party sub-processors), in the facilitation or provision of the Product.

The list of Symantec affiliated entities and their geographical locations are available on the [Symantec Privacy - GDPR Portal](#).

Third-Party Sub-Processors

The third-party sub-processors involved in delivering the Product are:

Sub-Processor	Personal Data	Purpose of processing	Locations
Amazon Web Services (AWS)	Individual identifiers and characteristics, contact information, online identifiers and trackers, network activity data, communications data	Hosting in elastic computing infrastructure (the data is encrypted and not accessible to the third party provider)	U.S.A

This list is subject to change. Any planned change will be announced in advance on the [Symantec Privacy - GDPR Portal](#). Customers can exercise their rights with respect to such changes according to the provisions of the applicable Data Processing Addendum.

International Transfers of Personal Data

You are advised that Symantec and its affiliated entities will transfer Personal Data to locations outside of the European Economic Area, including to external recipients, based on European Commission Decision C (2010)593 on Standard Contractual Clauses (processors), or of any alternate, legally permitted means.

4. Exercise Of Data Subject Rights

In the Symantec DeepSight™ Intelligence portal, customer personnel assigned with administrator role can create, edit or delete the customer employee's Personal Data. Customers can also contact Symantec's Customer Care team to edit Customer Personal Data.

Further, pursuant to the applicable Data Processing Addendum, and to the extent possible considering the nature of the processing, Symantec will assist the Customer, insofar as this is feasible, with the fulfillment of the Customer's obligation to respond to requests for exercising Data Subjects' rights such as the rights of access, rectification, deletion and objection laid down in Chapter III of the EU General Data Protection Regulation (GDPR).

5. Information Security

Technical and Organizational Measures

Personal Data collected for the purpose of Symantec DeepSight™ Intelligence is stored in secure repositories and is accessible only to personnel assigned to deliver the service.

It is Symantec's and all of its affiliated entities' commitment to implement, and contractually require all sub-processors to implement, appropriate technical and organizational measures to ensure an appropriate level of security, taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk for the rights and freedoms of Data Subjects. Additional security documentation is available on the [Symantec Customer Trust Portal](#).

This notice is the sole authoritative statement relating to the Personal Data processing activities associated with the use of this Product. It supersedes any prior Symantec communication or documentation relating thereto.