

Product Transparency Notice

For any queries, please contact privacyteam@symantec.com

LiveUpdate Administrator (LUA)

This Privacy Transparency Notice describes how LiveUpdate Administrator (“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 involved in using the Product.

1. Product Description

LiveUpdate Administrator is an enterprise Web application that allows to manage updates on multiple internal update servers, called Distribution Centers. Using LiveUpdate Administrator, updates are downloaded from Symantec’s public LiveUpdate server and then pushed to local distribution servers for clients to download.

2. Personal Data Collection And Processing

Sources of Data

The Product collects the data for download/distribution failure events, purging/cleanup activities and for fresh install and upgrades. The data is collected via telemetry interface. The collected data is not shared with any other product/service.

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 (name)	Customer employees and contractors	User identification
Contact information (Email Address)	Customer employees and contractors	Product notifications and password recovery
Online identifiers and trackers (IP addresses, hostnames)	Customer employees and contractors	Identification of source and destination servers for download/distribution jobs.
Network activity data (traffic data to server)	Customer employees and contractors	To throttle traffic

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

Personal Data Retention Schedule

For the duration of the contractual relationship with the Customer, Personal Data is retained as described in the applicable product description. After the expiry or termination of the contractual relationship, 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, if applicable, 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

No third-party sub-processor is involved in delivering the Product.

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 potentially to external recipients, on the basis of European Commission Decision C(2010)593 on Standard Contractual Clauses (processors), or of any alternate, legally permitted means.

4. Exercise Of Data Subject Rights

LUA does not gather any Personal Data that leaves the customer's environment. Personal Data in the customer's environment lives in a Postgres database for which the customer's administrator has full access.

5. Information Security

Technical and Organizational Measures

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.