

# Product Transparency Notice

For any queries, please contact [privacyteam@symantec.com](mailto:privacyteam@symantec.com)

## Symantec Central Quarantine

This Privacy Transparency Notice describes how Symantec Central Quarantine (“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 Central Quarantine (a.k.a. "Quarantine Server") is a tool to receive quarantined files from a network of Symantec Endpoint Protection clients in order to perform Symantec Endpoint Protection\*'s (SEP's) tasks of quarantine storage, re-scan and sample submission on a single computer instead of on each individual endpoint client. The primary use case is to provide security compliance for organizations that prohibit the storage of quarantined threats on endpoint systems, while still providing the file recovery functionality of SEP\*'s quarantine feature.

### 2. Personal Data Collection And Processing

#### Sources of Data

The product is Windows-compatible server software. The administrator may supply account-identifying data during installation that will be included in submissions to Symantec. Once operational, the product will receive files, with their associated metadata, that are quarantined by SEP\* clients that are configured, by their SEP\* policy, to use that Central Quarantine server. The product may submit those quarantined files and their metadata to Symantec Security Response.

#### 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
Online identifiers and trackers (host/user names)	Customer employees and contractors	File recovery, threat analysis and threat response
Any Personal Data potentially contained in files (e.g. documents, emails) submitted by the customer to the server	Any individuals whose Personal Data may be contained in submitted files	Storage for recovery by the customer if needed

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

Central Quarantine has no knowledge of, access to nor control over the files or file metadata that the product submits to Symantec Technology and Response\* (STAR). Pursuant to the applicable Data Processing Addendum, and to the extent possible taking into account 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

Central Quarantine does not inspect, access or otherwise control the files or file metadata that are submitted. 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.

\* For further information on the Personal Data processing involved in the use of other Symantec products referenced in this Notice, please refer to those products' Transparency Notices on the [Symantec Privacy - GDPR Portal](#).