

Product Transparency Notice

For any queries, please contact privacyteam@symantec.com

SOC Response

This Privacy Transparency Notice describes how SOC Response (“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’s SOC Response is an application designed to provide integrated incident management, response and investigation capabilities within third-party ServiceNow Security Operations Manager by leveraging Symantec’s Integrated Cyber Defense Exchange event bus aggregator (ICDx).

Further information about the Product is available at:

<https://www.symantec.com/en/hk/theme/integrated-cyber-defense>

2. Personal Data Collection And Processing

Sources of Data

All data processed by SOC Response originates from the customer’s instance of ServiceNow Security Operations and the Symantec products the customer has configured for ICDx to aggregate, normalize, and forward to Service Now.

Respective Roles of Symantec and Customer

With respect to Personal Data collected by the Product during its use, the Customer is the Controller. The use of the Product does not involve Symantec as a Data Processor.

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

Personal Data Category	Data Subject Category	Purpose Of Processing
Individual and network identifiers (usernames and associated credentials, IP addresses), network activity data (URLs, alert information), device data (device ID, workstation name, filenames and hashes)	Customer employees, contractors and clients	Incident management, response and investigation

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

Personal Data Retention Schedule

As the Controller, the Customer is solely responsible for defining and implementing the retention policies and periods applicable to Personal Data collected through the use of the Product. The use of the Product does not involve Symantec as a Data Processor.

3. Disclosure and International Transfer of Personal Data

Third-Party Sub-Processors

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

International Transfers of Personal Data

As the Controller, the Customer is solely responsible for complying with any rules applicable to the international transfers of Personal Data that the Customer processes by using the Product. The use of the Product does not involve Symantec as a Data Processor.

4. Exercise Of Data Subject Rights

As the Controller, the Customer is solely responsible for complying with any rules applicable to the exercise of Data Subject Rights related to Personal Data that the Customer processes by using the Product. The use of the Product does not involve Symantec as a Data Processor.

5. Information Security

Technical and Organizational Measures

As the Controller, the Customer is solely responsible for complying with any rules applicable to the security of the processing of Personal Data that the Customer processes in the course of using the Product. The use of the Product does not involve Symantec as a Data Processor.

It is Symantec's and all of its affiliated entities' commitment to implement, and contractually require all sub-processors if any to design into its products and implement into its services 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 may be found 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.