



Product Transparency Notice

For any queries, please contact privacyteam@symantec.com

Symantec Protection for SharePoint Server (SPSS)

This Privacy Transparency Notice describes how Symantec Protection for SharePoint Server (SPSS) (“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 Protection for SharePoint Servers provides virus scanning and repair services for SharePoint 2010, 2013 and 2016. In addition, Symantec Protection for SharePoint Servers provides logging, monitoring, and reporting of infected documents on the SharePoint server.

Further information about the Product is available at:

<https://www.symantec.com/products/protection-engine>

2. Personal Data Collection And Processing

Sources of Data

During installation the customer administrator supplies the MS SharePoint farm admin's user name and password to run the SPSS service. It also stores the IP address of relevant MS SharePoint servers and Symantec protection engine servers to apply security. SPSS uses email ID and the IP address of the customer's SMTP server to configure notification. It also logs the IP address of the SharePoint server, reports usernames associated with malicious file upload attempts. SPSS does not export any such data from the customer's environment. It only reports non-personal install count telemetry to Symantec.

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.

With respect to any Personal Data transmitted from the customer to Symantec for the purposes related to the Product (e.g. support), the customer is the controller, and your Symantec contracting entity as specified in your applicable Agreement (“Symantec”) acts as a processor. For such cases 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 credentials (admin username and password, other usernames)	Customer employees and contractors	Service setup and operation, logging of usernames associated with malware upload attempts
Contact information (admin email ID)	Customer employees and contractors	Admin notification emails

Online identifiers and trackers (SharePoint server names and IP addresses)	Customer employees and contractors	Communication between SharePoint servers
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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 data controller of all Personal Data collected or generated by the Product and held within the customer’s environment, the customer is solely responsible for defining and enforcing the retention schedule they see fit.

As regards any Personal Data that the customer chooses to transmit to Symantec pursuant to the use of the Product, 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

During normal operation, the Product does not transmit Personal Data to Symantec. Regarding any Personal Data that the customer chooses to transmit to Symantec pursuant to the use of the Product, Symantec will send Personal Data to internal recipients (affiliated Symantec entities) and, if applicable, external recipients (third party sub-processors). 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, if necessary for service delivery or on customer instruction, Symantec and its affiliated entities will transfer Personal Data to locations outside of the European Economic Area, including potentially 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

For troubleshooting purposes, the customer can provide product logs to Symantec support. Such logs may contain Personal Data which the customer can rectify or erase before sharing.

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

The customer is solely responsible for the security of any data collected by the product and stored in the customer’s environment. Symantec has no access to it. As regards product design and any data submitted by the customer to Symantec during or pursuant to the use of the product, 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.