

Product Transparency Notice

For any queries, please contact privacyteam@symantec.com

Symantec Risk Insight

This Privacy Transparency Notice describes how Symantec Risk Insight (“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 Risk Insight is a cloud-based solution which helps the Customer to strengthen their security posture with automated risk assessments. It is an analytics application which performs security analytics to provide the Customer with actionable insights into attacks and infections to help protect and defend against them.

Further information about the Product is available at:

<https://www.symantec.com/products/risk-insight>

2. Personal Data Collection And Processing

Sources of Data

The Product collects the login credentials provided by the Customer for access to the service, and leverages Customer telemetry information submitted by Symantec Endpoint Protection*. It is therefore only available to Symantec Endpoint Protection* Customers who have enabled telemetry submission to Symantec.

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 (login credentials)	Customer’s users/employees	Access to the service
Network activity data (cybersecurity telemetry information submitted by the customer that may incidentally contain personal data elements)	Users interacting in or with the Customer environment about which cybersecurity telemetry is submitted by the Customer	Performance of security analytics and generation of risk insights

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 is retained for the duration of the contractual relationship with the Customer, 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 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)	Online identifiers (login credentials)	Access to the Service	U.S. East and West
	Network activity data (cybersecurity telemetry)	Performance of security analytics and generation of risk insights	

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, 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

The online identifiers used for login purposes can be updated upon request from the Customer. Network activity data (cybersecurity telemetry) submitted by the Customer can be purged on request, but is not otherwise editable as the reliability of the service depends on the integrity and accuracy of the telemetry records, which therefore cannot be altered.

Further, 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

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](#).