

# Product Transparency Notice

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

## Symantec Email Fraud Protection Service

This Privacy Transparency Notice describes how Symantec Email Fraud Protection Service (“Service”) 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 Service.

### 1. Product Description

The Symantec Email Fraud Protection Cloud Service supports the global standard Domain-based Message Authentication, Reporting & Conformance (DMARC). It gives customers who are using Symantec Email Security.Cloud\* or Symantec Messaging Gateway\* control and visibility over who can send email on behalf of their domain. Specifically, the Service provides insight into all entities, both internal and external, sending email as their domain. As a result of this visibility, customers can authorize/deauthorize entities, thus, preventing exact domain impersonation and phishing attacks.

Further information about the Product is available at:

<https://www.symantec.com/products/messaging-security>

### 2. Personal Data Collection And Processing

#### Sources of Data

The Service only collects and processes admin and user data necessary for the purposes of account registration, service access, use, reporting and management. The domain authentication process itself does not require processing personal data contained in customer email traffic.

#### Respective Roles of Symantec and Customer

With respect to Personal Data transmitted from the Customer to Symantec for the purposes of the Service, 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
Personal identifiers (first name last name)	Customer employees and contractors	Account registration
Contact information (corporate email address)	Customer employees and contractors	Access to the Service, sending of Service usage reports
Online credentials (usernames and passwords)	Customer employees and contractors	Access to the Service

The Service 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 service 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 Service. 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 Service are:

Sub-Processor	Personal Data	Purpose of processing	Locations
Valimail	Personal identifiers, contact information and online credentials	Service provisioning, delivery, management, measurement and reporting	United States

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 Customer, or Symantec on their behalf, may contact the third-party sub-processor listed above to edit or delete user accounts.

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](#).

#### **Applicable Information Security Certifications**

The third-party sub-processor listed above is self-certified under the EU-U.S. Privacy Shield, and holds SOC2 Type 2 and FedRAMP ATO certifications.

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](#).