

# Product Transparency Notice

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

## Symantec Messaging Gateway

This Privacy Transparency Notice describes how Symantec Messaging Gateway (“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 Messaging Gateway is an on-premise secure email gateway that safeguards the email infrastructure from spam and malware. It also protects from possible data loss and provides a solid email platform for the customer’s environment.

Further information about the Product is available at:

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

### 2. Personal Data Collection And Processing

#### Sources of Data

Messaging Gateway runs within the customer environment and will leverage telemetry to feed non-Personal Data back to Symantec's central service infrastructure.

#### 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
Contact Information (email address)	Customer employees and contractors	To perform system administration
Online Identifiers and Trackers (IP addresses and similar network identifiers)	Persons interacting in or with the customer’s environment via email	To provide protection based on cyber-threat metadata such as malicious IP addresses
Network Activity Data (emailing and browsing activity, network traffic telemetry, session logs)	Persons interacting in or with the customer’s environment via email	To track and audit messages
Communications Data (email metadata and content)	Persons interacting in or with the customer’s environment via email	To quarantine malicious emails

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**

Symantec involves no third-party sub-processor in delivering the Product to the Customer.

**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 collects 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 collects 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 collects by using the Product. The use of the Product does not involve Symantec as a Data Processor.

Security documentation about the Product itself 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.