

# Product Transparency Notice

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

## Symantec Reporter

This Privacy Transparency Notice describes how Symantec Reporter (“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 involved in using the Product.

### 1. Product Description

Symantec Reporter provides scalable log collection and storage as an appliance or virtual appliance for many Symantec products including ProxySG\*, Advanced Secure Gateway, Web Security Service\*, Content Analysis\* System, and Reverse Proxy/Web Application Firewall deployments of ProxySG\*.

Reporter creates intuitive reports for security specialists as well as managers and network administrators who need visibility. The Reporter product resides at a Customer’s location as an on-premise offering.

Further information about the Product is available at:

<https://www.symantec.com/products>

### 2. Personal Data Collection And Processing

#### Sources of Data

The logs used by Symantec Reporter service are obtained from the Customer's Proxy Secure Gateway appliance(s) or from the Customer's Web Security Service\* (WSS) via File Transfer Protocol (FTP), File Transfer Protocol Secure (FTPS) or Secure copy protocol (SCP).

#### 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
Individual identifiers (name) and contact information (email)	Customer employees and contractors	User identification and login to the product
Location data (traffic locale)	Customer employees and contractors	Reporting to the customer on the traffic’s country location
Online identifiers and trackers, network activity data, communications data (usernames, session logs, messaging traffic)	Customer employees and contractors	Reporting to the customer on user traffic

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

**Personal Data Retention Schedule**

The retention period for online identifiers and trackers, location data and network activity data must be defined by the Customer. Individual identifiers and associated contact information are retained for as long as the corresponding users account exists.

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**

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
Salesforce.com	Contact information	For Technical Support	U.S.A.

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**

Customer administrators can mask personal data in reports using anonymization and the customer can delete data based on timeframe. Reporter does not support the ability to purge specific user data.

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

Data is collected and stored on the Reporter product which resides in the Customer's premises. Reporter implements access controls that can be defined based on customer roles/groups.

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](#).