

Norton Family Privacy Notice



Effective June 2014

We take your privacy very seriously. This document is designed to help you understand what information we collect about you and your family and what we do with this information in relation to your use of the Norton Family or Norton Family Premier services (“Norton Family”).

This document includes the following sections:

- Frequently Asked Questions
- Norton Family Privacy Notice

Frequently Asked Questions

Who is Symantec and Where is it Located?

Symantec Corporation is located in the United States. We collect and store your personal information in the United States.

What Does Symantec Know About Me?

When parents sign up for Norton Family, we ask for their name, e-mail address, and password to protect their account.

When parents set up and/or configure Norton Family, we ask for certain information about their children, such as name, gender and age. We also ask for optional information, which may include the last six digits of the Social Security number or National ID number, e-mail address, phone number and school name. We ask parents to provide the information listed above in order to help them keep their kids safe online and to prevent the child from sharing certain information with others.

Depending upon how parents configure the settings, Norton Family collects information about what their children are doing online, for instance:

- websites that children visit or try to visit;
- online search terms that children use;
- applications they download on their mobile device;
- time children spend on social networking sites and in general using the computer; and/or online.

How Do Text Message Supervision and Location Supervision Work?

Depending on the region you are located in, we may provide a Text Message Supervision service that blocks or monitors text (“SMS”), multimedia (“MMS”) messages delivered to and from the child’s mobile phone as well as a Location Monitoring service. By default, Text Message Supervision and Location Supervision are turned off. The Norton Family parent must separately turn on Text Message Supervision and/or Location Supervision.

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Before starting to monitor SMS or MMS messages that you send and/or receive, we will send an SMS message to your mobile phone, alerting you that we are about to record and monitor the content of the SMS messages that you exchange. If, after receiving the SMS message, you continue exchanging SMS messages, you will be deemed to have consented to the recording and monitoring of the messaging for the purposes described in this Notice. We will provide the same SMS message alert once a month, every time there is a new conversation.

If a parent chooses to block all SMS or MMS messages or a message with a specific friend, we alert the child and send a text message to the friend indicating that messaging is blocked and the message cannot be delivered. We do not record the text or multi-media of blocked conversations, but we log the events, including name and phone number of the parties.

If Norton Family parents have chosen to activate Location Supervision, we locate the child's mobile device using its Global Positioning System (GPS). If Location Supervision has been enabled, the child will be notified through the House Rules, which are accessible in the Norton Family mobile app installed on the child's mobile phone.

What Does Symantec Do With My Information?

- We use parents' information to set up a Norton Account for them, to communicate with them, and to provide product information in accordance with the parents' permission.
- We process the children's online activity information to provide a report to their parents so that they can use it to make children respect the House Rules. Parents are encouraged to update the House Rules. To find out more about House Rules, click the Norton Family icon at the bottom of your device's screen.
- We use mobile phone numbers to provide SMS and MMS monitoring ("Text Message Supervision").
- We provide information collected through the Text Message Supervision service to parents in order to allow them to review their child's text conversations and to allow or block conversations with certain friends.
- We use information provided to us by parents about their children to prevent the information from being sent out or shared with other people.
- We use GPS on the child's mobile device to provide location information to their parents within the Location Supervision service. Location is collected only if the parent requests this information and none of the location history is retained.

Do I Have to Give Symantec My Information?

If you do not provide the information to set up a Norton Account, you cannot activate Norton Family. The information requested during the setup of Norton Family is not mandatory, but we can only protect the information that you provide to us. If Norton Family or some of its features are not installed, activated and/or running on the child's mobile phone, we will not have the child's mobile number and we cannot provide mobile-based services, such as web monitoring, message monitoring, application monitoring, and/or location supervision.

What If I Want to Access My Information?

You are able to view and update much of your information through your [Norton Account](#). Under certain circumstances, you may be able to request the removal of inaccurate or incorrect information we have about you. We will respond to requests to access or delete your information within 30 days.

Write to us: Symantec Corporation – Privacy Program Office
350 Ellis Street
P.O. Box 7011
Mountain View, CA 94043
U.S.A.

Call us: 1-650-527-8000

Email us: NortonOnlineFamilyPrivacy@symantec.com or
privacy@symantec.com

If you are located in the European Economic Area, please:

Write to us: Symantec Limited – Care of the UK and Ireland Legal Team
350 Brook Drive
Green Park, Reading, Berkshire, England, RG2 6UH

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Scope

This Privacy Notice applies to this website, the related Norton Family client software, which must be installed on your computers or mobile devices in order to use the service, as well as your use of the Norton Family or Norton Family Premier Services (“Norton Family”). To view the Complete Online Privacy Statement that applies to other Symantec websites, please [click here](#).

Information We Collect About You

In order to use Norton Family you must first create a Norton Account on this website. In order to create a Norton Account you are required to provide your name, your email address and choose a password to protect your account.

Information We Collect About Your Children

In order to do its job, Norton Family must collect and analyze information about your child’s online activities. Based on how you configure your settings, there are two types of information we collect about your children.

Profile Information. Initially, to set up services for each child, we ask you to provide the following information for each child: name and year of birth. We use the year of birth to help us automatically configure the product based on the age of your child. We also ask you to optionally provide the following information: the last six (6) digits of their National Identification Number (Social Security Number), phone number, email and school name. We only need this information if you wish

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us to protect it from being shared or misused by your children and report such incidents and misuse to you. If you activate the Norton Family Text Message Supervision service and install Norton Family onto the child's mobile device, you will be providing us with your child's mobile phone number, you will also be asked to create a username for each child. We need this information to monitor SMS conversations and MMS exchanges from and to their mobile device, to provide information regarding location of the child's mobile device and to provide necessary notifications.

Activity Information. Once your child is set up in our service, our Norton Family client software (which runs on your home computers and on the child's device) will collect information about your child's online and mobile device activities. The Norton Family client software will always announce its presence to your child, and the House Rules make it clear at all times what information about them is being collected.

This includes information about:

- the websites your child visits and those that we block them from visiting;
- the online search terms your child uses;
- your child's social networking activity;
- the amount of time your child spends using the computer and online;
- the videos your child watches on YouTube.com if you have activated Video Monitoring;
- the applications your child installs or uninstalls on his/her device, if you have activated Application Monitoring.

If Norton Family parents activate Text Message Supervision and/or Location Supervision, we also collect:

- the mobile phone number of the child being monitored and the mobile phone numbers of the friends with whom they exchange SMS and MMS communications;
- the content of the entire SMS conversation (for MMS exchanges, we will not record or capture any multi-media content exchanged, only that an MMS exchange occurred);
- the address book name associated with the mobile number, if available;
- the date/time stamp of the conversation;
- an event log of blocked SMS/MMS messages; and/or
- the location of the child's device.

We also collect information about whether installation of the Norton Family client software on your computer was successfully completed or not. We use this for the purpose of evaluating and improving our product installation success rate. This information will not be correlated with any personally identifiable information.

How We Use Your Information

We use your information to:

- help you monitor and supervise your child's online and mobile device activities;
- identify you and your child to our service;
- help you enforce the rules about their online and mobile device activities that you deem appropriate;
- help detect misuse of their personally identifiable information and report such misuse to you;
- communicate with you and your child using in order to provide the service; and

- send you promotional information, in accordance with your permission, as required by applicable law.

In addition, depending upon where you live and how you configure your settings, we may also use your information to:

- provide you with the ability to review certain information related to your child's SMS/MMS conversations;
- to allow or block SMS/MMS conversations with certain friends; and
- track the location of the child's mobile device.

Except what is necessary to report to you, the guardians of your child, we do not use your child's information to identify them or monitor their web browsing habits. We also do not monitor your web browsing habits. We will never sell, rent, or otherwise provide your personal information or your child's personally identifiable information to any third parties for marketing purposes.

How We Share Your Information

We are a global organization and we may store and process your information in other countries, including countries that may have less protective data protection laws than the country in which you are located (including the European Union). We retain the services of outside contractors to provide services for us. They may be used to ship products, provide technical support, or handle order processing. We require that these contractors keep the personal information of customers secure and confidential. We also require that these contractors use personal information only on our behalf.

Please be advised that in certain instances, it may be necessary for Symantec to disclose your personal information to government officials or otherwise as required by our legal obligations.

How We Protect Your Information

We have taken appropriate administrative, technical, physical and procedural security measures, consistent with international information practices, including encrypting your information during transmission, to protect your personal information.

Text Message Supervision and Location Supervision

The Text Message Supervision service collects the phone number of friends that exchange messages with the child being monitored and records the content of the SMS messages exchanged. For MMS messages, the service will record the event, but not the multimedia content. The Text Message Supervision service also records an event log of blocked SMS/MMS messages. Norton Family is not able to block, monitor, or record messages sent via third party application.

The Location Supervision feature locates the child's mobile device using its Global Positioning System (GPS). We will only locate the child's mobile device and display the device's GPS location on a map at the request of the Norton Family parent. We will not store the event or retain a history of the device's location.

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By default, Text Message Supervision and Location Supervision are turned off. Parents must separately turn on Text Message Supervision and Location Supervision. Please note that monitoring SMS and MMS exchanges and/or location and the use of any record of such monitoring may be restricted by local laws applicable to you. We recommend that you inquire with local authorities before activating this feature.

Cookies

Like most websites, we use cookies. A cookie is a unique text file that a website can send to your browser. Cookies enable a website to tailor information presented to you based on your browsing preferences and activities.

We use a "session" cookie to identify a particular visit by you to our site, without this, every page would ask you to provide your login name and password. Session cookies expire after a short time or when you close your web browser. If your browser settings do not allow cookies, you will not be able to use our website.

We may also use cookies to track your visit to our website. We may collect information, including your IP address, in a form that may be personally identifiable. However, this information will only be used for analytical purposes. If your IP address is collected, it will be retained for the limited period of time for analysis, it will then be anonymized and discarded.

Through the tracking methods discussed above, we may track domain names, IP addresses, and browser types from people who visit our site. We use this information to track aggregate traffic patterns throughout our website. Such information is not correlated with any personal information.

Third Party Websites

While using Norton Family, you or your child may access websites that have their own privacy notices concerning the collection and use of personal information. We are not responsible for the privacy practices of these third parties.

Refer-A-Friend

If you choose to use our referral service to tell a friend about Norton Family, we will ask you for your friend's name and email address for the purpose of enabling a referral email to be sent to your friend. We do not store your friend's name and email address after the referral email is sent.

Communication Preferences

We provide a number of ways for you to choose whether you would like to receive additional communications from us. We may offer you these choices at the time you give us your information. If you are on a Norton Family webpage that requires personal information to be submitted but does not offer communication choices, or would like to change your preferences for information that you have previously provided, please contact us through any of the ways listed below.

Accessing, Updating, or Correcting Your Information

The applicable laws of your country may give you the right to contact us to update, correct and request removal of inaccurate personal information we have about you or your child.

You can review the personal information you have provided to us and make any desired changes to the information, or to the settings for your Norton Family account, at any time by logging in to your account on the Norton Family website and editing the information on your profile page or your children's profile page(s).

If you close your Norton Family account, we will remove your name and other personally identifiable information from our database. We may retain certain data contributed by you if it may be necessary to prevent fraud or future abuse, or for legitimate business purposes, such as analysis of aggregated, non-personally-identifiable data, account recovery, or if required by law.

Contact Us

You are able to view and update much of your information through your [Norton Account](#). Under certain circumstances, you may be able to request the removal of inaccurate or incorrect information we have about you. We will respond to requests to access or delete your information within 30 days.

Write to us: Symantec Corporation – Privacy Program Office
 350 Ellis Street
 P.O. Box 7011
 Mountain View, CA 94043
 U.S.A.

Call us: 1-650-527-8000

Email us: NortonOnlineFamilyPrivacy@symantec.com or
 privacy@symantec.com

If you are located in the European Economic Area, please:

Write to us: Symantec Limited – Care of the UK and Ireland Legal Team
 350 Brook Drive
 Green Park, Reading, Berkshire, England, RG2 6UH

Changes To This Notice

We reserve the right to revise or modify this Notice. If this happens, we will post a prominent notice on this website prior to the change becoming effective. If the change would have the effect of introducing a purpose for the use of your personal information, which is inconsistent with this notice, and where required by applicable law, we will either notify you or provide you with an opportunity to opt-out from such use.