



## Veritas Quick Assist Privacy Notice

January 30, 2018

We take Your privacy very seriously. This Notice is designed to help You understand what information we collect or process about You and what we do with this information when You use Veritas Quick Assist.

### Scope

This Privacy Notice applies to your use of the Veritas Quick Assist ("VQA"). To view the Complete Online Privacy Statement that applies to Your use of Veritas websites, please click [here](#).

### Collected Information

VQA collects certain data from Your environment, which may include, without limitation:

- Software version;
- Operating system version;
- Network information;
- Server log files;
- A random machine globally unique identifier "GUID" and random session GUID;
- Number of software issues that were identified as errors;
- Information concerning specific errors identified;
- Crash information;
- Veritas product information and logs;
- Registry key and values;
- System IP address;
- System event logs;
- Application logs;
- Licensed Software configuration;
- Machine ID and session ID; and/or
- Your name, business name, email address and contact details.

It may be possible to deactivate the collection or transmission of certain of the above Collected Information. You can do this by following the instructions in the documentation for VQA.

### How We Use Your Information

Collected Information will be used for the purposes of:

- Providing, enabling and optimizing the performance of VQA;
- License administration;
- Internal research and development, including improving Veritas' products and services; and/or
- Statistical analysis of product deployment, including analysis of trends

We may also use Your information to send you promotional information, in accordance with Your permission, as required by applicable law.

### Technical Support

In the event You provide information to Veritas in connection with a technical support request, such information will be processed and used by Veritas for the purpose of providing the requested technical support, including performing error analysis.

### 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



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(including the European Union). The Collected Information will be stored and processed manually and electronically through global systems and tools for the purposes above. The Collected Information may be accessible by Veritas employees or contractors on a need-to-know basis, exclusively to be used in accordance with the purposes described above. For the same purposes the Collected Information may be shared with partners and vendors that process information on behalf of Veritas. Veritas has taken steps so that the Collected Information, if transferred, receives an adequate level of protection.

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

### How We Protect Your Information

To protect Your information, we have taken appropriate administrative, technical, physical and procedural security measures, consistent with international information practices.

### Your Obligation to Personal Information

It is Your responsibility to ensure that any disclosure by You to Veritas of personal information of Your users or third parties is in compliance with national laws governing the collection, use and protection of personal information applicable to Your country or region of operation. In particular, it is Your responsibility to inform users and third parties that You are providing their information to Veritas, to inform them of how it will be used and to gather appropriate consents required for such transfer and use.

### Disclosures to Law Enforcement

Subject to applicable laws, Veritas reserves the right to cooperate with any legal process and any law enforcement or other government inquiry related to Your use of VQA. This means that Veritas may provide documents and information relevant to a court subpoena or to a law enforcement or other government investigation.

### Accessing, Updating, or Correcting Your Information

Under certain circumstances, You may be able to request the removal of information we have about You. We will respond to requests to access or delete your information within 30 days. 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

For any inquiry about the information contained in this Notice or about Veritas' privacy practices, please contact us at [privacy@veritas.com](mailto:privacy@veritas.com).

### 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.