

Symantec Corporation

Public Internet Access Policy

Symantec performs a vital role in protecting and enabling global connectivity via the Internet. Our products and services empower consumers and enterprises to safely and securely use the Internet to create, communicate, collaborate, and innovate in the pursuit of their goals. We also recognize, however, the risk that technology can be used for inappropriate purposes. This policy promotes the use of our products in a manner consistent with internationally recognized human rights.

We comply with applicable laws and regulations. Symantec complies with applicable export control and economic sanctions laws, and we follow responsible business practices to minimize the risk of our products falling into the wrong hands. Additionally, we require our channel partners to adhere to the same legal requirements and ethical standards to which we hold ourselves.

We respect and support internationally recognized rights to privacy and freedom of expression. We support and respect the rights to privacy and freedom of expression as outlined in the [Universal Declaration of Human Rights](#) and the [International Covenant on Civil and Political Rights](#) (the “International Human Rights Standards”). We do not condone the use of our products by governments to limit the privacy or freedom of expression of citizens, outside of legal exceptions that do not violate the principles of International Human Rights Standards.

We exercise due diligence in our sales transactions. Symantec follows a “know your customer” policy modeled upon guidelines published by the U.S. Department of Commerce, Bureau of Industry and Security. We believe the use of our products in public networks advances global Internet connectivity, but also presents the highest risk of misuse of our products. We act to limit the risk of product misuse in high risk sales through the following:

- Tracking sales opportunities by product type, end user country, and end user type;
- Placing on hold orders deemed high-risk across product type, end user type, and end user country (“high-risk orders”) in our sales management system;
- Collecting necessary information regarding the intended end use of our products in high-risk orders;
- Approving or rejecting high-risk orders following review of the intended use of our products and evaluation of the risk of product misuse; and
- Investigating claims of third-party misuse of our products post-sale.

We enforce our policies through End User License Agreements. Under our End User License Agreement (EULA), customers may not transfer their product licenses to unaffiliated third parties without our prior written consent. This enables us to perform due diligence of proposed transferees. While we respect the rights of our customers to configure their own web, data, and usage policies, our EULA prohibits the use of our products in public networks in a manner that

violates individuals' rights to privacy and freedom of expression, outside of exceptions that do not violate the principles of International Human Rights Standards or applicable laws.

We reserve the right to investigate the unauthorized transfer or misuse of our products and to take appropriate measures where we determine our products have been transferred or are being misused contrary to the EULA and our stated policies. This includes the termination of service and support and/or sales to parties found to have violated our license requirements.

We engage in multi-stakeholder collaboration. Symantec takes a collaborative approach in supporting a safe and productive Internet and International Human Rights Standards. We participate in shared learning, public policy engagement, and other multi-stakeholder collaboration. We will continue to act as an industry leader to advance our commitment to respect the rights to privacy and freedom of expression and to limit the misuse of our products, responding flexibly and in good faith as technologies change and situations around the world continue to evolve.

We ensure responsible company oversight and decision-making. Symantec's executive management and those responsible for key decisions that impact freedom of expression and privacy are informed of this policy and how it may best be advanced.

Last update: March 17, 2017