

## **GlobalSign Privacy Policy Version 2.07**

**Updated September 28, 2017**

GlobalSign respects your right to privacy. This privacy policy has been developed to inform you about the privacy practices followed by GlobalSign in connection with its websites, products and services. This privacy policy does not apply to GlobalSign services offered through our partners, resellers or other third parties, and we encourage you to read the privacy statements of those parties.

This privacy policy will inform you about what data is collected, how we use such data, if data is stored, how you may opt out of your data being used, the security provisions around storing your data and how to correct or update your data.

### **1.0 Collection of Personal Information**

We collect information from you when you (i) place an order for a GlobalSign digital certificate, (ii) scan your servers for digital certificates using our Certificate Inventory Tool (CIT), (iii) apply for access to our managed service platforms, (iv) subscribe to our newsletter, (v) use our online chat service, (vi) download a white paper, (vii) register for a webinar, (viii) respond to a survey, (ix) fill out a form for pre/post sales assistance, or (x) open a support ticket.

GlobalSign is a Certification Authority and trusted third party. To fulfill requests for digital certificates, you may be asked to enter your name, email address, physical address, phone number, credit card information and/or organizational details or other personal information.

We may develop and acquire additional information about you using third-party sources, browsing, and purchasing history, and so on in order to process certificate requests and to improve our services.

GlobalSign treats personal information as confidential, except for the information entered into an issued digital certificate. Such information may be verified using third party commercial and government resources, and as such, is deemed to be public information.

### **2.0 Use of Personal Information**

Your information, whether public or private, will not be sold, exchanged, transferred outside of our group company, or given to any other company for any reason without your consent, other than for the purposes specified in below:

#### **2.1 To process applications for GlobalSign products and services**

Your information is used to provide our products and services and order processing as well as to conduct business transactions such as billing.

#### **2.2 To improve customer service**

Your information helps us to more effectively respond to your pre/post sales requests and provide technical support.

#### **2.3 To send renewal notices**

The email address you provide for order processing may be used to send you renewal notices for your expiring digital certificate.

## **2.4 To send periodic emails**

In addition, we may send you periodic company newsletters, new service updates, security updates, related product or service information, and status updates on maintenance windows or service availability.

## **3.0 Consent**

We request your consent for use of the personal data you may submit. We obtain explicit consent with respect to the collection, use, and disclosure of personal information from the data owner.

Your refusal to provide personal information to us for any service may lead to service request or transaction failure. Also, if you deny or withdraw your consent to use personal information or opt out of receiving information about GlobalSign products and services this may result in you not being made aware of sales promotions, renewal notices, periodic company newsletters, new service updates, security updates, related product or service information, and status updates on maintenance windows or service availability

## **4.0 Use of Cookies and web beacons**

The GlobalSign Certificate Center (GCC) uses cookies to enable the fulfillment of services. Cookies may be used when you log into the GCC, purchase products or use certain GCC functions.

In addition, like most online businesses, GlobalSign uses cookies and web beacons on our websites and through marketing related emails to gather and analyze non-personal information such as the visitor's IP address, browser type, ISP, referring page, operating system, date/time and basic geographical information.

We use cookies and web beacons to compile aggregate data about site traffic and site interaction so that we can gauge the effectiveness of our communications and offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

First time visitors may choose to not have any activity monitoring cookies set in their browser. We use an opt-out identification cookie to tag these users as having made this decision. Those cookies that pertain to site performance, experience improvement and marketing are programmed not to execute when an opt-out cookie is present in a visitor's browser. Opt-out cookies persist until a visitor clears their browser cookies, or until their expiration one year after the set date. A visitor is required to opt out again after one year in order to disable any activity monitoring cookies.

More details of GlobalSign's use of cookies can be found on our website at <https://www.globalsign.com/en/repository/cookie-policy/>

## **5.0 Use of server logs for diagnostics or to gather statistical information**

Our servers automatically record information ("Log Data") created by your use of our services. Log Data may include information such as your IP address, browser type, operating system, the referring web page, pages visited, location, your mobile carrier, device and application IDs, search terms, and cookie information. We use this information to diagnose and improve our services. We will either delete the Log Data or remove any account identifiers, such as your username, full IP address, or email address, after 18 months.

## **6.0 Sharing of Information and Transfers of Data**

We do not sell or trade your personal information to outside parties.

GlobalSign is a global organization with business processes and technical systems in various countries. As such, we may share information about you within our group company and transfer it to countries in the world where we do business in connection with the uses identified above and in accordance with this Privacy Policy.

We may also transfer your personal data to trusted third parties in order to serve purposes that are specified in section 2.0 above. In circumstances where data is shared with such third parties, they are required to agree to confidentiality terms. This prohibits such third parties from selling, trading, using, marketing or otherwise distributing GlobalSign customer data.

We may also release your information when we believe release is appropriate to comply with the law or protect our rights, property, or safety.

It is our policy to notify customers of requests for their data from law enforcement unless we are prohibited from doing so by statute or court order. Law enforcement officials who believe that notification would jeopardize an investigation should obtain an appropriate court order or other process that specifically precludes member notification, such as an order issued pursuant to 18 U.S.C. §2705(b).

We may also disclose your personal information to third parties who may take over the operation of our site or who may purchase any or all of our assets, including your personal information. We will contact you using the details you provide if there is any change in the person controlling your information.

## **7.0 Data retention**

The personal information we collect is retained for no longer than necessary to fulfil the stated purposes in section 2.0 above or for a period specifically required by law or regulation that GlobalSign is obligated to follow.

To meet public CA audit requirements as detailed in the GlobalSign Certification Practice Statement, personal data used to fulfill verification of digital certificate applications will be retained for a minimum of 10 years depending on the class of product or service and may be retained in either a physical or electronic format. Please refer to the GlobalSign Certification Practice Statement for full details.

After the retention period is over, GlobalSign securely disposes or anonymizes your personal information in order to prevent loss, theft, misuse, or unauthorized access.

## **8.0 Updating your email preferences; opting out**

If at any time you would like to unsubscribe from receiving future emails, we include unsubscribe instructions at the bottom of each email.

Renewal notices may be cancelled on a per digital certificate basis by logging into your GlobalSign Certificate Center (GCC) account and disabling renewal notices.

Email preferences for CIT related/collected information can be updated and changed within CIT.

## **9.0 Access to your personal data**

You are responsible for providing Globalsign with true, accurate, current and complete personal information. Also you are responsible to maintain and promptly update the information to keep it true, accurate, current and complete.

You have the right to access and modify your personal data stored on GlobalSign systems. You can request to access or modify your personal information by contacting us in writing. We will charge \$10 to process such request and require you to provide identification in order to verify the authenticity as the data subject. We will make reasonable effort to respond to and process your request in a timely manner.

If you provide any information that is untrue, inaccurate, not current or incomplete, or if we have reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, we have the right to suspend or terminate your account and refuse any and all current or future services.

## **10.0 How we protect your information**

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) and then encrypted in our database to be accessed only by authorized individuals with certain access rights to our systems and who are required to keep the information confidential.

After a transaction, your sensitive transaction-related information (credit cards, identification numbers, financials, etc.) will be kept on file to meet audit requirements and facilitate renewals. Credit card details are maintained only in encrypted format.

GlobalSign uses a reputable third party to process credit card payments and needs to provide credit card numbers and identifying financial data directly to the third party credit card processor. Such information is shared securely.

## **11.0 Registration**

GlobalSign has registered with the competent authorities as required by law regarding its collecting, processing and archiving of personal data. You may refer to the competent authority named below to obtain further information regarding this registration:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
United Kingdom

## **12.0 Follow relevant laws**

GlobalSign commits itself to protect the personal information submitted by applicants and subscribers for its public certification services. GlobalSign declares to fully respect all rights established and laid out in European and Belgian laws and operates within the limits of the:

- European Directive 95/46 on the protection of individuals with regard to the processing of personal data and on the free movement of such data;

- Laws of Belgium regarding the protection of personal data; and
- Provisions of the GlobalSign CPS.

### **13.0 Summary: know your rights**

In compliance with the European Union rules on privacy, you have rights established by law that GlobalSign fully observes. The GlobalSign assurances apply to the entire GlobalSign network and to information collected for issuing the whole range of GlobalSign products and services.

- We request your explicit consent for all the personal data you may submit.
- We collect no personal data unless you submit it.
- We use the data you submit only for purposes identified in section 2 of this document.
- You have the right to review your personal data that GlobalSign holds and check it for consistency.
- You have the right to correct data in the remote case that errors may be found in our records.

### **14.0 Changes to our Privacy Policy**

If we make material changes to our privacy policy, we will inform customers by emailing a notice of the availability of a new version with a link to the new version.

### **15.0 Contact Us**

If you have any inquires, questions or suggestions regarding our privacy policy, please contact us at:

<https://support.globalsign.com/>

<https://www.globalsign.com/en/company/contact/support/>

<https://jp.globalsign.com/support/>