

WSA Privacy Statement

January 2020

Webroot Inc. (“we”, “us”, or “our”; such references also include Webroot’s affiliates and subsidiaries, as applicable) is committed to protecting and respecting your privacy.

This WSA Privacy Statement (the “**WSA Statement**”) applies to our Webroot SecureAnywhere products and services that you purchase, download, access, install or use (“**WSA Offerings**”) and describes how we process and use Personal Data we collect from you when you visit and use our WSA Offerings. Personal data is data that can reasonably be used to identify, either directly or indirectly, an individual or reasonably can be linked to a particular individual (“**Personal Data**”).

Other documents, including our [Terms of Use](#), our [Website Privacy Statement](#), our [Cookies Policy](#), and any other terms referenced on this website or in those policies or terms, describe Webroot’s Personal Data practices as such practices are described therein.

Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it. By purchasing, downloading, accessing, installing or using the WSA Offerings you are accepting and consenting to the practices described in this WSA Statement.

INFORMATION WE MAY COLLECT AND HOW WE USE IT

The tables below provide further information about the category, use and source of the Personal Data we may collect.

Categories of information collected	Summary of Purpose of Use (see detailed table below for more information)	Sources of Personal Data
Contact and account registration information. Name, shipping address, billing address, business type, email, telephone number, username and security code	<ul style="list-style-type: none">• Communicate with you• Provide the services.• Personalize your experience.• Secure our service and users.• Fraud prevention and legal purposes.	<ul style="list-style-type: none">• You• Our affiliates
Financial and transactional information. Credit card, debit card, banking or other payment information. Product and transaction information (including the WSA Offering keycode, the version of the WSA Offering used, and purchase history).	<ul style="list-style-type: none">• Provide the services• Secure our services and users• Fraud prevention and legal purposes.	<ul style="list-style-type: none">• You• Third-party payment processors who collect this information on our behalf and who also have an independent relationship with you.
Customer Content. Information provided by customers stored, processed, maintained or transmitted to the Storage Service.	<ul style="list-style-type: none">• Provide the services.• Secure our Services and users• Fraud prevention and legal purposes.	<ul style="list-style-type: none">• You.• Others who provide information about you in connection with their use of the services.
Device information and identifiers. Device information (including information on your operating system, MAC address, device or machine ID, logged-in user, registry	<ul style="list-style-type: none">• Provide the services.• Secure our services and users• Fraud prevention and legal purposes.	<ul style="list-style-type: none">• You.• Analytics providers• Cookie and tracking technologies.

Categories of information collected	Summary of Purpose of Use (see detailed table below for more information)	Sources of Personal Data
<p>keys, language and other characteristics); application, program, and file information (including information on the existence, characteristics, and behavior of your files and applications [e.g., browser type, applications using ports, active directory identifiers, and other data pertaining to file path and folders] and determinations on the security status of your files and applications, such as bad, good, suspicious, or unknown). Additionally, if Webroot suspects that a file is potentially malicious and our systems have not yet classified it as good or bad, Webroot may collect copies of it for purposes of malware research and analysis, but see full explanation and opt out below under Purposes of Use; network and internet information (including IP addresses, URLs or domain names of websites visited, applications or files that attempt to access your network, temporary internet files, and active directory identifiers); and location information (including information on your geolocation and Wi-Fi access points), which, among other things, helps us analyze suspected DDoS attacks. Mobile Users: mobile carrier information.</p>		
<p>Connection and usage data, e.g., keycode, license, and account information (including the duration of your subscription to the WSA Offering and the version of the WSA Offering that you are using, as well as information about your use of the service, such as features utilized and session length);</p>	<ul style="list-style-type: none"> • Provide the Services • Personalize your experience • Secure our Services and users • Fraud prevention and legal purposes 	<ul style="list-style-type: none"> • You • Advertising providers • Analytics providers • Cookies and tracking technologies • Our affiliates
<p>Other information, e.g., any other information you choose to directly provide to us in connection with your use of the Services</p>	<ul style="list-style-type: none"> • Communicate with you • Provide the services. • Personalize your experience. • Secure our service and users. • Fraud prevention and legal purposes. 	<ul style="list-style-type: none"> • You

Purposes of Use

Communicate with you, for example:

- Responding to your requests for information and provide you with more effective and efficient customer service and technical support
- Providing you with transactional updates and information about the Services (e.g., inform you about updates to our Services, information about your account, or information about transactions that you conduct on the Services)
- To provide you with marketing materials (with your consent).
- In accordance with applicable legal requirements, contacting you by email, postal mail, phone, or other means for marketing purposes.
- To allow you to report a problem with the WSA Offerings
- To provide you with information about other software and services we offer that are similar to those that you have already purchased or inquired about;
- to communicate with you about our events, surveys, contests, sweepstakes, security offerings, and other promotions (if you have not objected to receiving marketing communications);
- To provide information on changes to WSA Offerings, Terms and Conditions and Policies
- To comply with and perform other activities consistent with this WSA Statement.

Provide the Services, for example:

- Account Registration
- Processing and fulfilling your requests using the WSA Offerings (including purchase, download and renewals)
- To provide customer support
- To check for and distribute updates to the WSA Offerings
- Engaging in analysis, research, and reports to better understand how you use WSA Offerings, so we can improve them
- Backup, restoring, and archiving of data.
- Understanding and resolving crashes and other issues being reported
- Process purchases
- Record keeping and billing
- To develop new security products and services and to market related products and services
- To protect you and others from viruses, malware and certain other IT security threats
- To predict and protect against certain current and future IT security threats and vulnerabilities

Personalize your experience, for example:

- To personalize and manage our relationship with you
- Customizing the content on the WSA Offerings based on your usage.
- To improve our WSA Offerings to ensure that content is presented in an appropriate manner for you and your computer, as well as improve product and service offerings
- administer our WSA Offerings for internal operations, including but not limited to troubleshooting, data analysis, testing, research, statistical and survey purposes
- To personalise your experience to allow you to participate in interactive features of our WSA Offerings, when you chose to do so
- To measure or understand the effectiveness of our advertising to you, and deliver, or allow our service providers to deliver relevant advertising to you, including interest-based advertising (otherwise known as “online behavioural advertising”)
- To make suggestions and recommendations to you and other users of our WSA Offerings about software and services that may interest you or them. To conduct research and analysis such as to improve our products and services
- To analyse how our customers use our security products and services
- To understand how we can improve our security products and services

Purposes of Use
Secure our Services and users, for example: <ul style="list-style-type: none">• Monitoring, preventing, and detecting fraud, such as through verifying your identity• Combatting spam or other malware or security risks• Monitoring, enforcing, and improving the security of our Services
Fraud detection and prevention, defending our legal rights and compliance with the law, for example: <ul style="list-style-type: none">• Complying with any applicable procedures, laws, and regulations where it is necessary for our legitimate interests or the legitimate interests of others• Establishing, exercising, or defending our legal rights where it is necessary for our legitimate interests or the legitimate interests of others (e.g., to enforce compliance with our Terms of Use, Privacy Policies, or to protect our Services, users, or others)• In order to protect the rights, property, or safety of Webroot and our customers, our affiliates or subsidiaries, their customers, or other third parties. This includes exchanging information with other companies and organisations for the purposes of fraud and network protection.

Information we collect from other sources. We may collect information about you from the internet or other companies.

If you are using version 8 or higher of the WSA Offering, then it may contain features that allow the service to upload potentially malicious files that our systems have not yet classified. These files are not shared with or sold to third parties: they are processed by Webroot solely to perform malware/threat research and analysis for purposes of identifying new malware/threats and their sources to improve Webroot's services.

TO ELIMINATE THE POSSIBILITY OF IDENTIFYING YOU, WEBROOT ANONYMIZES THE LINK BETWEEN DEVICE AND USER DATA (SUCH AS MACHINE ID) AND THE POTENTIALLY MALICIOUS FILES WHEN UPLOADED TO WEBROOT'S DATABASES. WHILE THIS FEATURE IS ONLY USED FOR THE PURPOSES DESCRIBED ABOVE, IF YOU WISH TO TURN THIS FEATURE OFF, YOU MAY DO SO BY FOLLOWING THE INSTRUCTIONS [HERE](#).

Information we receive data from other sources. We may combine information we collect from the internet or other companies with Personal Data you give to us and other information we collect about you. We may use this information and the combined information for the purposes set forth in this WSA Statement. For example, we may use data collected from Webroot's BrightCloud Threat Intelligence Services to categorize the relative safety or security of URLs and use this data to attempt to prevent you from visiting such URLs while using WSA Offerings. Information automatically collected from WSA Offerings is also used to help us and our BrightCloud Threat Intelligence Services categorize URLs.

The legal basis for collecting and using the personal data described above will depend on the personal data concerned and specific context in which we collect it, such as:

- With customer or user consent, e.g., to receive marketing materials if necessary under applicable law
- Where the processing is necessary for the performance of a contract, e.g. to provide technical support
- Where necessary to comply with law

- Where the processing is necessary for the purposes of our legitimate interests, taking into account individual interests. Our legitimate interests include providing the product or services, internal record-keeping and administrative purposes and to operate, maintain and improve the website or portal.

DISCLOSURE OF YOUR INFORMATION

The California Consumer Privacy Act 2018 sets forth obligations for businesses that “sell” personal information. Webroot does not engage in such activity based on our current understanding of the definition of sell. We may share certain personal information with other businesses or allow them to collect certain personal information through the use of website cookies, pixels, or other technologies in order to provide services to us such as analyzing our Services and advertising and marketing our Services on other sites or apps. You can control certain of these cookies through browser settings and other controls.

Under Nevada law, certain Nevada consumers may opt out of the “sale” of “personally identifiable information” as such terms are defined under Nevada law. However, we do not engage in such activity. If you have questions about this, you may contact us at privacy@webroot.com.

We may share your Personal Data with our affiliates and subsidiaries. Such sharing will be for our reasonable business purposes, consistent with the types of uses for which we use your Personal Data as described in this WSA Statement.

We may also share your Personal Data with third-party service providers or business partners who:

- host, store, and back-up some of our infrastructure, applications, and data held by us, including Personal Data (for example, by using Infrastructure as a Service or Platform as a Service services);
- process your payment card information when you purchase or renew a subscription to the WSA Offering;
- process, fulfil, and ship copies of the WSA Offering to you;
- provide customer service agents and software or other tools to those agents so that they may resolve customer support issues (for example, by using third-party remote log-in software that allows us or our third-party customer service agents, with your permission, to troubleshoot problems) or discuss our products and services with you;
- provide analytics services to help us understand how you and other customers use the WSA Offering, including, for example, Google Analytics (follow the instructions here to opt out of Google Analytics) and Flurry Analytics (follow the instructions here to opt out of Flurry Analytics);
- to enable third parties from whom we sublicense features or components for the WSA offering to provide such products or services to you; and
- for other purposes consistent with this WSA Statement.

In addition, we may share some Personal Data with certain third parties and their partners, to the extent necessary, for their use in providing threat protection services to you and other customers and in protecting the safety and integrity of their network or systems. These third parties and partners may associate such Personal Data with you or your device when you visit websites owned or operated by or on behalf of those third parties and partners.

Finally, we may also disclose your Personal Data to third parties:

- in the event that we or our affiliates or subsidiaries contemplate or enter into a reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business or assets in which case we or our affiliates or subsidiaries may disclose your Personal Data as part of that deal; and
- if we have a good faith belief that we are under a duty to disclose or share your Personal Data in order to comply with applicable law or respond to valid legal process, including from law enforcement or other government agencies, or in order to enforce or apply our [Terms of Use](#), or the terms and conditions governing one or more WSA Offerings, or other agreements between us and you or between us and any third parties that relate to you; or to protect the rights, property, or safety of Webroot and our customers, our affiliates or subsidiaries, their customers, or other third parties. This includes exchanging information with other companies and organizations for the purposes of fraud and network protection.

WHERE WE PROCESS YOUR PERSONAL DATA

The information which we collect from you may be transferred to, processed at, and stored in the USA or any location where our subsidiaries, affiliates, or service providers maintain facilities. We will take those steps reasonably necessary to ensure that your information is treated securely and in accordance with this Statement and the requirements of applicable law wherever the information is located. In order to safeguard your Personal Data in countries outside the European Economic Area (EEA), we have implemented appropriate physical, technical, and organizational measures to ensure a level of security appropriate to the risks. In addition, we have put in place in agreements between us and our affiliates or subsidiaries in the EEA containing standard data protection clauses which have been adopted by the European Commission.

YOUR ACKNOWLEDGMENTS

You acknowledge and agree that certain versions of the WSA Offerings have features like online data storage, synchronization, and file sharing (“**Storage Services**”). However, other than for such purposes and as described in this WSA Statement, we do not monitor any Personal Data contained in the Storage Services. You also agree not to provide any sensitive Personal Data via such Storage Services or the WSA Offerings. By submitting your Personal Data, you hereby consent and agree to this transfer, storing, or processing.

Where we have given you (or where you have chosen) a password that enables you to use our products or services, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. If you believe that your password has been compromised, please immediately notify us by contacting us in accordance with the “**Contact Us**” section below.

SECURITY

Unfortunately, the transmission of information via the internet is not completely secure. Although we will aim to protect your Personal Data, we cannot guarantee the security of your data transmitted to our site, and any transmission is therefore at your own risk.

Once we receive your information, we take appropriate physical, technical, and organizational security measures to protect it from misuse, unauthorized, or unlawful access or disclosure, loss, alteration, damage, or destruction including by implementing physical, technological, and organizational safeguards.

YOUR RIGHTS

Subject to data protection laws, customers and users may have the following rights regarding Webroot's handling of Personal Data. Certain information may be exempt from such requests under applicable law.

We will take reasonable steps to verify Your identity when exercising these rights. To exercise these rights, you or your agent may be required to authenticate to your account or provide information contained in your account profile. Please ensure that you keep your profile information up to date and accurate so that we may verify your requests.

- **Access.** The right to access Personal Data held by Webroot. Customers in California may request the categories of Personal Information we collect, disclose, or sell about you, the categories of sources of such information; the business or commercial purpose for collecting or selling your personal information; and the categories of third parties with whom we share personal information. Those users may also request access to or a copy of certain information we hold about You.
- **Rectification.** The right to request correction of Personal Data that is incomplete, incorrect, unnecessary or outdated.
- **Right to be Forgotten.** The right to request erasure of all Personal Data that is incomplete, incorrect, unnecessary or outdated within a reasonable period of time. Webroot will do everything possible to erase Personal Data if a user or customer so requests. However, Webroot cannot erase all Personal Data if it is technically impossible due to limitations of existing technology or for legal reasons, such as Webroot is mandated by law to retain Personal Data.
- **Restriction of Processing.** The right to request restriction of processing Personal Data for certain reasons, provided Webroot does not have an overriding, legitimate interest to continue processing.
- **Data Portability.** If requested, Webroot will provide Personal Data in a structured, secure, commonly used and machine-readable format.
- **Right to Withdraw Consent.** If Personal Data is processed solely based on consent, and not based on any other legal basis, customers can withdraw consent.
- **Data Protection Contact.** The right to contact the data protection regulator regarding Webroot's handling of Personal Data.

To exercise the above listed rights, complete the form found [here](#), or email Webroot at privacy@webroot.com, or submit a ticket to customer support found [here](#), or contact customer support at the appropriate geographical telephone number found [here](#), or mail Webroot Inc., 385 Interlocken Crescent, Suite 800 Broomfield, CO 80021, Attn: Privacy Team. Webroot will process requests under applicable law and within a reasonable period of time.

California law provides California residents with the right to not be discriminated against (as provided for in applicable law) for exercising these rights or their right to opt-out of sales of personal information. Please note that certain information may be exempt from such requests under California law.

Under California's "Shine the Light" law California residents have the right, twice in a calendar year, to request and obtain from Webroot information about Personal Data Webroot has shared, if any, with other businesses for their own direct marketing uses. Webroot does not currently share your Personal Data with other businesses for their own direct marketing uses.

OPT OUT OF MARKETING

You have the right to opt-out of receiving marketing-related messages from Webroot. You can exercise your right to prevent such processing by, where applicable, using any “unsubscribe” button or link that is contained in any emails we may send to you or by registering your preference on certain boxes on the forms we use to collect your data.

Customers and users can opt-out of receiving marketing and promotional communications from Webroot by emailing privacy@webroot.com, or submitting a ticket to customer support found [here](#), or contacting customer support at the appropriate geographical telephone number found [here](#), or mailing Webroot Inc., 385 Interlocken Crescent, Suite 800 Broomfield, CO 80021, Attn: Privacy Team. We will continue to process Personal Data to deliver operational and service-related communications relating to purchases, changes to Products and Services or policies, and other purposes as permitted by law.

In addition, you may opt out of online behavioral advertising by following the links in our [Cookies Policy](#).

CHILDREN

Webroot does not knowingly collect or distribute any Personal Data from children under 13 years old. If a child under 13 has provided Webroot with Personal Data, the parent or guardian of that child should contact Webroot immediately at [t.privacy@webroot.com](mailto:privacy@webroot.com) to delete this Personal Data.

RETENTION OF PERSONAL DATA

We retain your Personal Data:

- for as long as your account is active or as needed to provide you with products or services or to fulfill our contractual obligations;
- as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements; and
- for as long as is necessary for the purpose for which we collect it.

After your service has expired or terminated, we may delete your name, email address, and transactional data (e.g., license key), so that we limit our ability to reasonably identify you.

CHANGES TO OUR WSA STATEMENT

As laws and best practices evolve, this WSA Statement will likely change. By continuing to access our WSA Offerings you acknowledge and accept the WSA Statement as revised. We encourage you to periodically review this WSA Statement to stay informed about how we collect, use and disclose Personal Data. If we update this WSA Statement, the new statement will be posted to the website ten (10) days prior to the changes taking effect. If we make a material change to the WSA Statement, you will be provided with appropriate notice in accordance with legal requirements. At such time, your continued use of WSA Offerings after notice of posting or notice of such changes constitutes your agreement to this latest version of this Policy and any future revisions.

CONTACT US

Questions, comments and requests regarding this WSA Statement are welcomed and should be addressed to:

Privacy Team, Webroot Inc. 385 Interlocken Crescent, Suite 800 Broomfield, CO 80021, USA. Email: privacy@webroot.com

If you are located in the EEA:

Privacy Team, Webroot International Limited Block A, Georges Quay Plaza, George's Quay Dublin 2, Ireland Email: privacy@webroot.com

FOR THE PURPOSE OF EUROPEAN DATA PROTECTION LAWS, THE DATA CONTROLLER FOR PURCHASE OF WSA OFFERINGS IN NORTH AMERICA IS WEBROOT INC. OF 385 INTERLOCKEN CRESCENT, SUITE 800, BROOMFIELD, CO 80021, USA. FOR PURCHASES OF WSA OFFERINGS OUTSIDE NORTH AMERICA, THE DATA CONTROLLER IS WEBROOT INTERNATIONAL LIMITED OF BLOCK A, GEORGES QUAY PLAZA, GEORGE'S QUAY, DUBLIN 2, IRELAND. WEBROOT INC.'S NOMINATED REPRESENTATIVE FOR THE PURPOSE OF EUROPEAN DATA PROTECTION LAWS IS WEBROOT INTERNATIONAL LIMITED.