

GlobalSign Privacy Policy Version 2.05

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

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

1.0 What information do we collect?

We collect information from you when you place an order for a GlobalSign digital certificate, apply for access to the managed service platforms, subscribe to our newsletter, use our online chat service, download a white paper, register for a webinar, respond to a survey or fill out a form for pre/post sales assistance or 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 personally identifiable information.

GlobalSign treats personally identifiable information as confidential, except 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 What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

2.1 To process applications for GlobalSign products and services

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason without your consent, other than for the purpose of delivering the purchased product or service requested.

2.2 To improve customer service

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

2.3 To send renewal notices

The email address you provide for order processing may be used to send you renewal notices within ninety (90) days prior to your digital certificate expiration.

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 Data retention

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.

4.0 Updating your email preferences

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.

5.0 How do 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.

5.1 What happens to personal information if a GlobalSign account is terminated?

If your GlobalSign account is terminated (either voluntarily or involuntarily) all of your personally identifiable information is placed in “deactivated” status in our relevant databases. However, termination of your account does not mean your personally identifiable information has been deleted from our database. We will retain and use your personally identifiable information as necessary in order to comply with our legal obligations, resolve disputes, or enforce our agreements.

6.0 Use of cookies to fulfill services

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.

7.0 Use of cookies and web beacons to gather statistical information

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.

8.0 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.

9.0 Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, fulfilling digital certificate applications or help us to optimize or add value to the services we offer, such as offering integrated third party products or services. 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 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).

10.0 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:

Commission for the Protection of Personal Data
Rue de la Régence 61
1000 Brussels
Belgium

11.0 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.

12.0 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 to identify you and subsequently offer our digital certificate products and services.
- 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.

13.0 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.

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