

Last updated: 12/20/2017

# Privacy Statement

Seagate Technology LLC or an affiliate controlled by, under common control with, or controlling Seagate Technology LLC, including but not limited to affiliates operating under the LaCie name or brand (collectively, "Seagate", "we", "us", "our") respect your right to privacy. We have adopted this statement ("Statement") to explain how we collect, access, use, share, and safeguard information that we collect through the Seagate websites, which include but are not limited to Seagate.com, and LaCie.com and their sub-domains, (each a "Site") offerings and the Seagate services, products, and software available through the Sites (collectively, the "Offerings" under this Privacy Statement). Remember that your use of our Sites and Offerings is at all times subject to the applicable Terms and Conditions, which incorporate this Privacy Statement.

We also have some product Offerings that may collect and/or use your personal information for additional purposes. Please refer to our supplemental privacy statements for these Offerings, which can be found in our Product Offerings section below.

## Information We Collect

When you visit this Site and/or use our Offerings, we collect certain types of information from you, including (a) personal information and other information that you provide via forms, surveys, applications and through the use of various Offerings or participation in various programs or services, that identifies an individual or can be used to identify an individual, and (b) information collected automatically through your use of our Sites or Offerings.

## Information You Provide

You may be asked to provide some specific information about yourself to use certain features on our Sites and/or the Offerings or to take advantage of certain opportunities that we may offer through our Sites and/or the Offerings. For example, we may collect personal contact information (such as your name, email address, and telephone number), billing, and credit information when you register, ask us a question, sign up for, or purchase our Offerings.

We may also collect personal information in connection with the return of products, warranty and product/-consumer registration, when you call, participate in community discussions, chat or e-mail our customer service representatives, enter information on our Site, submit survey responses, participate in promotions, sweepstakes or contests or for the purposes of receiving information about our Offerings and promotions.

## Social Media Features

We may allow you to share information with third party social media sites, or use social media sites or other sites to create or connect to your account. Those social media sites may give us

access to certain personal information stored by them (e.g., content viewed and information about the advertisements within the content you have been shown or may have clicked on, etc.) from your interaction with the online services. You may control the personal information you allow us to have access to through the privacy settings on that third party site and the permissions you give us when you grant us access.

## **Information Collected Automatically**

### **Online Experience**

We and our authorized third party service providers collect certain information, some of which may be associated with personal information, whenever you use our Offerings or Site. For example, when your computer web browser or other communication device (including phone, PDA, etc.) accesses our Site, we automatically receive certain information, such as your device ID or unique identifier, device type, unique device token, referring domains, language, IP address, browser type, date and time, and the web page you visited before visiting our Site. This statistical data provides us with information about the use of this Site, such as how many visitors visit a specific page on this Site, how long they stay on that page, and which hyperlinks, if any, they "click" on. We collect this information using technologies such as "cookies", "web beacons" and "IP addresses", which are discussed in greater detail below. We collect information to determine which areas of our Sites are most popular and to enhance our Sites for visitors.

### **IP Addresses**

An IP address is a unique number assigned to your computer when it accesses the Internet or another computer network. Web servers and network devices automatically identify your computer by its IP address. We collect IP addresses for purposes of system administration, to report aggregate information to our advertisers, and to track the use of this Site. When you visit our Sites, our servers log the IP addresses.

### **Cookies and Web Beacons**

Cookies are pieces of information that a website transfers to a device accessing the Internet. We may use both session ID cookies and persistent cookies on our Site or the pages we use to deliver our Offerings to you. Web beacons are small graphic images (also known as "pixel tags" or "clear GIFs") that typically work in conjunction with cookies to identify users and user behavior.

For more information about the use of cookies on our Sites and your choices regarding the placement of cookies, please see our Cookie Statement <http://www.seagate.com/legal-privacy/cookie/>.

### **Drive Performance Information**

For some of our consumer drives, we may collect drive performance information and general, statistical information about how you use our drives. We may also collect aggregate metadata concerning your files. We will use this aggregate data to enhance our products and services, and

to improve our general marketing efforts related to these Offerings. We may aggregate data to describe the use of this Site and/or our Offerings to our existing and/or potential business partners, sponsors, advertisers or other third parties, or in response to a government request.

## **Cloud-based or Back-up Data**

If you use a Seagate cloud-based or back-up service Offering, the information from your device and/or account that you choose to back-up, such as your contacts, email addresses, calendar, memo, tasks, display pictures, status messages, media files and other on-device information may be sent to Seagate or Seagate service providers. Seagate or Seagate service providers may store this information for you and may use this information in order to facilitate or improve the use, remote access and restoration of that data on your device through the Offerings provided. For more information on our specific Offerings with cloud-based features, please review our supplemental statements found under Product Offerings below.

## **Use of Information**

Any information you submit on our Sites and/or through our Offerings will be used for a variety of business purposes, including for example, to complete transactions and bill for Offerings; provide you with our Offerings; verify your identity; respond to your requests for service or assistance; anticipate and resolve actual and potential problems with our Offerings; create and improve Offerings; contact you, either via email, telephone or otherwise as authorized by you to answer questions, resolve disputes and troubleshoot problems with your account or our Offerings; suggest additional or different Offerings; make internal business decisions about current and future offers; provide personalized service and user experiences; protect our rights and property; comply with applicable law; prevent, detect, and investigate fraud, security breaches, potentially prohibited or illegal activities; and as otherwise disclosed at the point where such information is collected or in any additional terms and conditions applicable to the particular feature of our Sites and/or the Offerings.

## **Information Sharing**

We may share your personal information with our subsidiaries and affiliates, for the purposes described in this Privacy Statement. We also may share your personal information as described in this Privacy Statement.

### **Sharing with Service Providers**

We may share your personally identifiable information with service providers that perform functions on our behalf, such as companies or individuals that analyze data, provide customer service or other Offerings, administer our promotions or provide marketing or promotional assistance (but such information will be shared only to the extent they need such information to perform their functions). Service providers may use these technologies to help us deliver our own content and advertising, and compile aggregated site metrics and analytics. We do not

permit any of these service provider to collect any of your personal information on our Sites or in our Offerings for their own purposes.

In some cases, we may provide the original shipped-to customer information for warranty inquiries by third parties, in order to provide service support to customers.

### **Advertising Networks**

We may use third parties, such as advertising networks and exchanges, to allow us to serve you advertisements. These third-party ad networks and exchange providers may use third-party cookies, web beacons, or similar technologies to collect information. They may also collect your device identifier, IP address, or identifier for advertising (IDFA). The information that these third parties collect may be used to assist us in providing you with more relevant advertising that we serve on our Sites or elsewhere on the web.

For more information on third-party advertising-related cookies and how to opt-out of them, please visit one of the following third party websites:

- [Your Online Choices](#)
- [The Self-Regulatory Program for Online Behavioral Advertising \(available in English only\)](#)
- [Network Advertising Initiative Consumer Opt-Out \(available in English only\)](#)

### **Protection of Company and Others**

We reserve the right to disclose any personal or non-personal information if we are required to do so by law or if we reasonably believe that such action is necessary or appropriate in order to: (a) fulfill a government request, which may include requests from governmental authorities outside your country of residence; (b) conform with the requirements of the law or to comply with legal process served on us; (c) to protect or defend our legal rights or property, the Sites or our Offerings, or its users; or (d) in an emergency to protect the health and safety of users of the Sites or Offerings or the general public.

### **Business Transfers**

As we continue to develop our business, or in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings), we may sell or purchase assets. If another entity acquires us or all or substantially all of our assets, or assets related to our Sites and/or the Offerings, personal information, and any other information that we have collected about the users of our Sites and/or our Offerings will be transferred to such entity as one of the transferred assets. Also, if any bankruptcy or reorganization proceeding is brought by or against us, all such information may be considered an asset of ours and as such may be sold or transferred to third parties.

### **Frames and Third Party Sites**

Our Sites may direct you to other websites that we do not control or maintain. Although these sites may preserve the look and feel of our Sites, these sites are operated by third parties and subject to their own privacy statements. We encourage you to note when you leave this Site and to read the privacy statements of such other websites before submitting any personal information. For example, the Seagate online store, which is usually represented with a shopping cart symbol, is administered separately by a third party e-commerce service provider who collects payment or credit card information. The online store privacy statement will be posted as a link located on the online store, which may differ from this Privacy Statement. Please read the privacy statement carefully because it will apply to your transaction.

Additionally, if you access a third party branded service through an API or otherwise, you are solely responsible for understanding, agreeing to and complying with the third party service terms and conditions of use and privacy statement. Seagate is not responsible for the privacy policies or security of third party websites and/or services.

## **Choice and Access**

You may always direct us not to use your personal information to send you newsletters, promotional e-mails or other marketing communications. To do so, follow the removal instructions in the communication that you receive, change your account settings, or contact us directly for assistance or with other concerns by sending us an e-mail at [data.protection.officer@seagate.com](mailto:data.protection.officer@seagate.com). You may also manage your email preferences using our customer preferences center at <http://e.seagate.com/customer-preference-center>.

We ask individual users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical, or for which access is not otherwise required.

Opt-out requests require processing and may not occur immediately when we receive it. If the information you provide does not match the information in our system, you may still receive promotional information from us. If you opt-out, we will not be able to let you know about special offers on products and services that might benefit you.

In addition to your normal access to your web account information, we make good faith efforts to provide you with access to your personal information and either to correct this data if it is inaccurate or to delete such data at your request, if it is not otherwise required to be retained by law or for legitimate business purposes. We ask individual users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical, or for which access is not otherwise required.

## **Google Analytics and reCAPTCHA**

Our Sites use Google Analytics. Google Analytics uses cookies and similar technologies to collect and analyze information about use of the Services and report on activities and trends. If you are a registered user of our Sites and/or Offerings, we may use this information, in combination with other information that you provide, to improve the services and other offerings of the program or website. This service may also collect information regarding the use of other websites, apps and online resources. You can learn about Google's practices by going to [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/), and may opt-out of them by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.

We may also use a Google-provided tool called "reCAPTCHA" which, on some form submissions, is intended to tell humans from robots to prevent abuse of those forms by spam bots. The reCAPTCHA tool may, in its algorithm, make use of cookies as well as other information like IP address, date, time, language, screen size and resolution, and mouse movements while on the page. The reCAPTCHA tool is subject to Google's [terms of use](#) and [privacy policy](#).

## **Advertising**

Seagate advertises on pages within our Sites and on other websites not affiliated with Seagate. We contract with advertising service providers who serve advertising to you through the use of technologies, such as cookies and web beacons.

### **Targeted Marketing and Do Not Track**

We use advertising service providers to help us determine which of our advertisements are most likely to be of interest to you while you are on our Sites. These advertising service providers may use behavioral information, such as how you navigate our Sites, to provide relevant advertisements to you while you are on our Sites. We do not grant these advertising service providers access to personal information, such as your name, address, email address, account number or telephone number.

Through cookies we place on your browser or device, we may collect information about your online activity after you leave our Offerings. Just like any other usage information we collect, this information allows us to improve the Offerings and customize your online experience, and otherwise as described in this Privacy Statement. Our Offerings do not support "Do Not Track" requests at this time.

### **Advertising on Other Websites**

Seagate contracts with advertising companies to advertise our Offerings on websites not affiliated with Seagate. If you click on one of our ads, you link to the third party website that offers the advertised account or Offerings. These ads may contain cookies that allow tracking of your response to our advertisements.

Please visit the Network Advertising Initiative site: <http://www.networkadvertising.org> if you would like to opt-out of ad targeting from participating companies. In order for the opt-outs to

work on your computer, your browser must be set to accept cookies. If you delete cookies, buy a new computer, access the Site from a different computer, login under a different screen name, or change web browsers, you will need to opt-out again. If your browser has scripting disabled, you do not need to opt-out, as behavioral marketing technology does not work when scripting is disabled. Please check your browser's security settings to validate whether scripting is active or disabled. You may also adjust your browser settings to not accept cookies, but doing so may cause you to experience some inconvenience in your use of the Site.

## **Children Under 13**

Our Sites and our Offerings are not directed to minors. We do not knowingly collect personal information from anyone under 13 years of age. If we become aware that we have collected personal information from a child under the age of 13, we will make reasonable efforts to delete such information from our records.

## **Keeping Your Information Secure**

We have reasonable security measures in place to protect against the loss, misuse and alteration of the information under our control. Please be advised, however, that while we strive to protect your personal information, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and cannot be responsible for the theft, destruction, or inadvertent disclosure of your personal information.

If you have registered on this Site, for our Offerings or are a member of the Seagate Partner Program, access to your account will be protected by your password. We recommend that you do not disclose your password to any other person. You are solely responsible for maintaining the confidentiality of your password and account, and are fully responsible for all activities that occur under your password or account.

## **Product Offerings**

For additional information regarding specific product and services offerings, select from the below list:

- [Network Attached Storage](#)
- [LaCie Collective](#)
- [Seagate Recovery Services](#)

## **International Processing and Transfer of Data**

Given that we are an international business, our use of your information necessarily involves the transmission and processing of data on an international basis (including in and to the United States and countries other than the country where the data was collected from you, which may not have data protection laws as stringent as those that exist in your country of residence). By

using this Site and/or the Offerings, or providing personally identifiable information to Seagate you consent to the collection, processing, maintenance and transfer of such information in and to the United States and other applicable territories outside of the country where the data was collected from you. All the personally identifiable information or other information you provide may be transferred or accessed by entities around the world as described in this Privacy Statement.

## Contact Us

If you have any questions or comments regarding this Privacy Statement, please contact us by email at [data.protection.officer@seagate.com](mailto:data.protection.officer@seagate.com) or write to us at:

Seagate Technology LLC  
Attn: Legal Department – Privacy Group  
10200 South De Anza Boulevard  
Cupertino, California 95014

In Germany, contact Data Protection Officer:

Dr. Sebastian Kraska  
IITR GmbH  
Marienplatz 2  
80331 München  
<http://www.iitr.de>

If you have questions related to Customer Support, visit <http://support2.seagate.com/> for Seagate products and <http://support2.lacie.com/> for LaCie products.

## Changes to this Privacy Statement

Seagate may update this Privacy Statement from time to time. If so, Seagate will post its updated Privacy Statement on our Site along with a change notice on the Site. Seagate may also send registered users of our Offerings a notice that this Privacy Statement has been changed. Seagate encourages you to review this Privacy Statement regularly for any changes. Your continued use of this Site and/or our Offerings and/or your continued provision of personally identifiable information to us after the posting of such notice will be subject to the terms of the then-current Privacy Statement.

We will also keep prior versions of this Privacy Statement in an archive for your review here:

- Seagate Privacy Statement – 12/20/2017 (PDF)
- [Seagate Privacy Statement](#) – 06/30/2017 (PDF)
- [Seagate Privacy Statement](#) - 05/05/2017 (PDF)
- [Seagate Privacy Statement](#) - 08/03/2015 (PDF)



- [Seagate Privacy Statement](#) - 05/07/2015 (PDF)
- [Seagate Privacy Statement](#) - 04/10/2012 (PDF)
- [Seagate Privacy Statement](#) - 03/29/2007 (PDF)

|

## Network Attached Storage and Surveillance Storage

"Network Attached Storage" and "Surveillance Storage" Offerings and supporting online services ("Web Services") may collect drive performance information ("Drive Health") and general, statistical information about data stored and shared for the purposes of improving the performance of our drives.

Our "Network Attached Storage" feature enables you to share files from your Seagate storage device over the Internet with people you authorize. Authorized users are granted access only to those files you specifically designate. Although the "Network Attached Storage" feature is designed to allow you to designate who can access your files, Seagate cannot guarantee or warrant that others will not be able to access your files.

You connect with our servers during sign-in. After you have successfully signed in, you can view and download files that you have enabled for web access or that have been shared with you by others.

We give you the option of creating password-protected folders and files on your storage device. Except as stated below, your files are stored only on your storage device, not on our servers. However, keep in mind that any files or pictures you share using the storage device can be saved and forwarded by the people with whom you share them.

We may store the file directory of your storage device on our servers. You use this directory to navigate and select the files you want to view or download when you are away from your storage device. When you download a file from the Web Service, you are pulling the file directly from your storage device, not from our servers. We may also store some directory names (but not file names) in our secure data center in order to provide persistent share information and descriptions to your recipients. The storage device service automatically times out signed-in users after a period of inactivity.

If we suspect that your account has been compromised or is being used suspiciously, we may deactivate the account. Notify us immediately by sending an e-mail to [webmaster@seagate.com](mailto:webmaster@seagate.com) if you think your account has been compromised. If you believe your account has been erroneously deactivated, please visit <http://support2.seagate.com/>.

Drive Health data is separately protected by 128-bit SSL encryption prior to its transmission. All other data transmissions between your storage device and your authorized web users are protected by 128-bit SSL encryption. Our service hardware is housed in an access-controlled data center where each access is logged. Only authorized employees with a need for access are granted access.

# LaCie Collective

## COLLECTIVE PRIVACY STATEMENT

This Privacy Statement describes how Seagate Technology LLC or an affiliate controlled by, under common control with, or controlling Seagate Technology LLC, including but not limited to affiliates operating under the LaCie name or brand (“**Company**” or “**we**” or “**us**”) collects, uses, and shares information through our Collective website, currently located at <http://collective.lacie.com> (the “**Site**”).

### PERSONAL INFORMATION

“**Personal Information**” is information that identifies you as an individual or relates to an identifiable individual, including but not limited to:

- Name
- Site user name
- Postal address
- Telephone number
- Email address
- Profile picture
- Social media account ID
- IP Address

We collect and process these types of Personal Information to provide our services to you and as legally required. If you do not provide the information that we request, we may not be able to provide you with the full experiences of this Site and its services.

### Collection of Personal Information

We collect Personal Information in a variety of ways, including:

- **Through the Site:** We collect Personal Information through the Site, e.g., when you register for a Site account.
- **From Social Media Platforms and Other Sources:** With your consent, we may receive your Personal Information from other sources, such as public databases, joint marketing partners, social media platforms (including from people with whom you are friends or otherwise connected) and from other third parties. In addition, if you elect to connect your social media account to your Collective account, certain Personal Information from your social media account will be shared with us, which may include Personal Information that is part of your public profile or your friends’ public profiles.
- **Through Messaging Functionality:** Depending on the type of account you have with the Site, the Site provides functionality that allows you to send a message to another user of the Site through an account you maintain with a third-party social media or messaging platform (e.g., Facebook). If you send or receive messages through this functionality on the Site, our Site will receive and retain a copy of these messages.

Please be aware if you disclose any Personal Information relating to other people to us or to our service providers in connection with the Site, you represent that you have the permission to do so and to permit us to use the information in accordance with this Privacy Statement.

## Use of Personal Information

We may use Personal Information for our legitimate business interests, including the following:

- To respond to your inquiries, fulfill your requests and provide you with related support.
- To send administrative information to you, such as changes to our terms, conditions and policies.
- To send marketing communications that we believe may be of interest with your consent.
- To personalize your experience on the Site by presenting products and offers tailored to you, and to facilitate social sharing functionality.
- To allow you to participate in sweepstakes, contests and similar promotions and to administer these activities. Some of these activities have additional rules containing information about how we use and disclose your Personal Information.
- To aggregate and/or anonymize the information.
- For our business purposes, such as data analysis, audits, fraud monitoring and prevention, developing new products, enhancing, improving or modifying our Site, identifying usage trends, determining the effectiveness of our promotional campaigns and operating and expanding our business activities.
- To use IP addresses for purposes such as calculating usage levels, diagnosing server problems and administering the Site. We may also derive your approximate location from your IP address.

## Disclosure of Personal Information

Your Personal Information may be disclosed:

- To our affiliates for the purposes described in this Privacy Statement.
- To our third party service providers who provide services such as website hosting, data analysis, , information technology and related infrastructure provision, customer service, email delivery, auditing and other services.
- To third-party sponsors of sweepstakes, contests and similar promotions.
- By you, through your Site profile and other information or content you may post or disclose through the Site. Please note that any information you post or disclose through the Site will become public and may be available to other users and the general public.
- To your friends associated with your social media account(s), to other website users and to your social media account provider(s), in connection with your social sharing activities. By connecting your Site account and your social media account(s), you authorize us to share information with your social media account provider(s), and you understand that the use of the information we share will be governed by each social media provider's privacy statement.

## Other Uses and Disclosures

We may also use and disclose your Personal Information as we believe to be necessary or appropriate: (a) to comply with applicable law (which may include laws outside your country of residence), to respond to requests from public and government authorities (which may include authorities outside your country of residence), to cooperate with law enforcement, or for other legal reasons; (b) to enforce our Terms of Service or other agreements with you; and (c) to protect our rights, privacy, safety or property, and/or that of our affiliates, you or others.

In addition, we may use, disclose or transfer your information to a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings).

## OTHER INFORMATION

“**Other Information**” is any information that does not reveal your specific identity or does not directly relate to an identifiable individual, such as:

- Browser and device information
- Information collected through cookies, pixel tags and other technologies
- Demographic information and other information provided by you that does not reveal your specific identity
- Information that has been aggregated in a manner that it no longer reveals your specific identity

### Collection of Other Information

We may collect Other Information in a variety of ways, including:

- **Through your browser or device:** Certain information is collected by most browsers or automatically through your device, such as your Media Access Control (MAC) address, computer type (Windows or Mac), screen resolution, operating system name and version, device manufacturer and model, language, Internet browser type and version you are using. We use this information to ensure that the Site functions properly.
- **Using cookies and similar technologies:** When you visit the Site, we may collect information automatically through your browser or device, through your use of the Site, or using cookies and similar technologies. Please refer to our Cookie Statement <https://www.seagate.com/legal-privacy/cookie> for additional information about these practices.
- **Google ReCaptcha:** We may also use a Google-provided tool called "reCAPTCHA" which, on some form submissions, is intended to tell humans from robots to prevent abuse of those forms by spam bots. The reCAPTCHA tool may, in its algorithm, make use of cookies as well as other information like IP address, date, time, language, screen size and resolution, and mouse movements while on the page. The reCAPTCHA tool is subject to Google's [terms of use](#) and [privacy policy](#).

### Uses and Disclosures of Other Information

In some instances, we may combine Other Information with Personal Information. If we do, we will treat the combined information as Personal Information as long as it is combined.

## THIRD PARTY SERVICES

This Privacy Statement does not address, and we are not responsible for, the privacy, information or other practices of any third parties, including any third party operating any website or service to which the Site links. The inclusion of a link on the Site does not imply endorsement of the linked site or service by us or by our affiliates.

In addition, we are not responsible for the information collection, use, disclosure, or security policies or practices of any third party social media platform provider or other organization, including with respect to any Personal Information you disclose to other organizations through or in connection with the Site, such as by using third-party messaging services linked or integrated through the Site.

## SECURITY

We have reasonable security measures in place to protect against the loss, misuse and alteration of the information under our control. Please be advised, however, that while we strive to protect your information, we cannot guarantee or warrant the security of any information you disclose or transmit to us online and cannot be responsible for the theft, destruction, or inadvertent disclosure of your information. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us in accordance with the “*Contact Us*” section below.

## CHOICES AND ACCESS

### Your choices regarding our use and disclosure of your Personal Information

You may opt-out from:

- **Receiving electronic communications from us:** If you no longer want to receive marketing-related emails from us, you may opt-out by either notifying us in accordance with the “*Contact Us*” section below or by clicking on the “Unsubscribe” link found in one of our marketing emails.

We will comply with your request(s) within thirty (30) days or as soon as reasonably practicable. Please note that if you opt-out of receiving marketing-related emails from us, we may still send you important administrative messages.

### How you can access, change or remove your Personal Information

If you would like to request to access, correct, update, or delete your Personal Information, or if you would like to request to receive an electronic copy of Personal Information that you have previously provided to us for purposes of transmitting it to another company (to the extent this right to data portability is provided to you by applicable law), you may send us your request as described in the “*Contact Us*” section below. We will respond to your request consistent with applicable law.

In your request, please make clear what Personal Information you would like to have changed, whether you would like to have your Personal Information removed from our database or otherwise let us know what limitations you would like to put on our use of your Personal Information. For your protection, we may only implement requests with respect to the Personal Information associated with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request within thirty (30) days or as soon as reasonably practicable.

Please note that we may need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting a change or deletion.

## RETENTION PERIOD

We will retain your Personal Information for as long as needed or permitted in light of the purpose(s) for which it was obtained. The criteria used to determine our retention periods include: (i) the length of time we have an ongoing relationship with you and provide the Site to you; (ii) whether there is a legal or business obligation to which we are subject; or (iii) whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations regulatory investigations, or other legal matters).

## **USE OF SITE BY MINORS**

This Site is not directed toward minors or other individuals that are not of legal age within their given jurisdiction. We do not knowingly collect Personal Information from minors.

## **JURISDICTION AND CROSS-BORDER TRANSFER**

Your Personal Information may be stored and processed in any country where we have facilities or in which we engage service providers. Please be aware that by using the Site we may transfer information, through the course of regular business operations, to countries outside of your country of residence, including the United States, which may have data protection rules that are different from those of your country.

Some of the non-EEA countries are recognized by the European Commission as providing an adequate level of data protection according to EEA standards (the full list of these countries is available [here](#)). For transfers from the EEA to countries not considered adequate by the European Commission, we have put in place adequate measures, such as standard contractual clauses adopted by the European Commission to protect your Personal Information. You may obtain a copy of these measures by contacting us as described in the “Contact Us” section below.

## **SENSITIVE INFORMATION**

We ask that you not send us, and you not disclose, any sensitive Personal Information (*e.g.*, social security numbers, financial information, credit card numbers, username and password information) on or through the Site or otherwise to us. Please be aware that if the content you provide to the Site for publication includes special categories of information (such as information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, criminal background or trade union membership), this sensitive information becomes publicly available.

## **UPDATES TO THIS PRIVACY STATEMENT**

We may update this Privacy Statement from time to time. If so, we will post our updated Privacy Statement on our Site along with a change notice on the Site prior to the change. We may also send registered users of our Site a notice that this Privacy Statement has been changed. We encourage you to review this Privacy Statement regularly for any changes.

We will also keep prior versions of this Privacy Statement in an archive for your review here:

## **CONTACT US**

Seagate Technology LLC or an affiliate controlled by, under common control with, or controlling Seagate Technology LLC, including but not limited to affiliates operating under the LaCie name or brand is located at

Seagate Technology LLC  
10200 South De Anza Boulevard  
Cupertino, California 95014

If you have questions about this Privacy Statement, please contact [data.protection.officer@seagate.com](mailto:data.protection.officer@seagate.com)  
or:

Seagate Technology LLC  
Attn: Legal Department – Privacy Group  
10200 South De Anza Boulevard  
Cupertino, California 95014

If you live in the EEA you may contact:

Dr. Sebastian Kraska  
IITR GmbH  
Marienplatz 2  
80331 München  
<http://www.iitr.de>

You may also contact our data protection officer responsible for your country or region, if applicable, at [data.protection.officer@seagate.com](mailto:data.protection.officer@seagate.com).

You may lodge a complaint with a supervisory authority competent for your country or region. Please click [here](#) for contact information for such authorities in the EEA.



# Seagate Recovery Services

## In-Lab Recovery Services

This section applies if you purchase In-Lab Recovery Services provided by Seagate Recovery Services.

Seagate Recovery Services provides an In-Lab Recovery option that allows you to ship a device to Seagate for retrieval of your data. For this service, Seagate will collect your personal information to confirm the ownership of your device, perform services, and to return your device and/or data to you based on your selection from our Offerings. Seagate will maintain and use your personal information to allow you to exercise your rights arising from the service of your device and for quality and service related purposes.

Due to the nature of the service we provide to you, Seagate recovery lab technicians will have access to the data stored on your device and may review this data to ensure successful recovery of your data from your damaged device. Your data is only accessible to the recovery technician to facilitate its retrieval from your device. Seagate will not use your information for direct marketing purposes without first obtaining your consent.

Seagate will only retain your data for as long as necessary to perform the recovery service, to allow you the opportunity to retrieve your data depending on which option you have selected from our Offerings, and to comply with legal obligations, resolve disputes, and enforce our agreements.

If you need to contact In Lab Recovery Services, please click [here](#) to contact us.

## Seagate File Recovery Software

This section applies if you use and/or purchase Seagate File Recovery Software provided by Seagate Recovery Services.

If you purchase the full version of the Seagate File Recovery Suite, then Seagate will collect your personal information, such as name and email address, to register and verify the software license. Seagate will maintain and use your personal information to allow you to exercise your rights arising from the use of this software and for quality and service related purposes.

If you contact us about your software license, the Seagate technician may request your personal information to confirm your identity, locate your software license and key code, and to provide you with customer service and/or technical support for our software. Seagate will only retain your data for as long as necessary to comply with legal obligations, resolve disputes, and enforce our agreements.

If you need technical assistance with the Seagate File Recovery Software, please click [here](#) to contact us.