

General Data Protection Regulations (GDPR) Statement McAfee Hardware Logs (LDT) Server

Last updated: February 22, 2018

GDPR Product Statement version 1.0

Contents

- › [Product summary](#)
- › [PII Data captured or processed](#)
- › [Data transfer](#)
- › [Data security](#)
- › [Data retention](#)
- › [Identification](#)
- › [Deletion](#)
- › [Product support](#)
- › [Annex 1](#)

Product summary

McAfee Hardware Log Server is used to store diagnostic hardware logs from customer appliances.

These are used for:

- Diagnosing field issues for customers.
- Data mining to determine and analysis of recurring issues.

PII Data captured or processed

The table in Annex 1 below identifies personal data that is captured and stored by McAfee Hardware Logs Server. It also provides information about why this personal data is required.

Information contain PII as well as hardware log file are kept in McAfee hardware log server. These information are essential for initial diagnosis .The PII collected will be deleted after 90 days.

Information logged for diagnostic purposes can only be uploaded by McAfee Technical Support or Manufacturing. The hardware logs does not upload itself to the server automatically.

PII data that is captured to help with diagnosing possible issues but not otherwise required to directly support operational use is tagged in Annex 1 as “Diagnostics” as the reason for collection.

Data transfer

McAfee hardware log server will be located in an IT managed and controlled cloud VM. All transfer to this server are internal to McAfee Internal network. Hardware log collection can be transferred to the server via FTP, SCP, NFS, email.

Data security

Hardware log files are not protected by password. The intention is to be able to allow customer to examine and redact content they do not wish to share.

- Log files are stored in plain text.
- Control access to Hardware Server Log is being worked on.

Data retention

Hardware logs is stored for diagnostic purpose of the product and it will be retained for max period of 90 days. Log file will be deleted automatically when it reached 90 days after the log file is uploaded to the server, it can also be deleted upon customer request. Scheduled data deletion work is targeting to complete by Mar-2, 2018.

Identification

McAfee engineering perform periodically scan to ensure no new customer PII data is logged. There is knowledge transfer plan in training IT to continue periodic scanning when hardware log server is migrated to IT.

Deletion

As mentioned previously in data retention section, logs will only be kept for 90 days. However, customer will be able to request to get their logs deleted before 90 days retention period. Deletion request will be available on request through McAfee Technical Support.

Product support

Log files can be only be collected by McAfee Technical Support or Manufacturing/Manufacturing contractors. LDT script will be executed to generate log files.

This collection process is not automated and can only be uploaded by McAfee Technical Support or Manufacturing/Manufacturing contractors to the server. Log collected is managed and controlled in accordance with standard support operating procedures.

Plan to impose access control to McAfee Hardware Logs Server is underway by McAfee IT and it is due to be completed by May 25th, 2018. Tracking, access control, and oversight of the system once it has been received by McAfee would follow the operating procedures of the receiving site.

Annex 1

Source / Person Type	Category of Personal Data	Purpose of Collection / Processing	Extent of Transfer within the Group	Storage Type	Storage Location	Security
Employee	Email address	Diagnostic	Diagnostic data may be shared with McAfee Technical Support & select engineering contacts	Electronic	McAfee Hardware Logs Server	Access control to be in placed by May-28, 2018. Not encrypted
Server & Employee	IP address					
Sever & Employee	Mac Address					
Employee	Common Names					

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