

# DigiCert Gatekeeper Privacy Statement

## Effective Date

7 June 2023

## Introduction

DigiCert, Inc. and its subsidiaries (“DigiCert”, “DigiCert Group,” “we” or “us”) are committed to protecting the privacy of its Website visitors (“you”), Customers (“you” or “Customer”) and employees or agents of Customers (“you” or “Individuals”) and to complying with the Australia Privacy Principles and the Privacy Act 1988 (Cth) (“Australian Data Privacy Laws”). As a result, DigiCert has promulgated this privacy statement to inform its Customers and Individuals about how DigiCert will collect, use, share or otherwise process any personal data or usage information. This privacy statement applies to information collected and processed by DigiCert through (1) your activity on the DigiCert Gatekeeper Website (<http://gatekeeper.digicert.com/> and subdomains thereunder) (our “Website”); and (2) the issuance of Gatekeeper Digital Certificates under the Gatekeeper Public Key Infrastructure (PKI) Framework and related services to DigiCert Customers (“Gatekeeper Certification Services”).

DigiCert is a company established in the United States with principal offices at 2801 North Thanksgiving Way, Suite 500, Lehi, Utah 84043 and we are the data controller of personal information obtained through our Website. We are also a data controller in relation to the Individuals’ personal information that we receive from Customers, either directly or through resellers.

If you have any concerns or questions regarding the personal data we process through our Website or through providing services to our Customers, you may contact DigiCert’s privacy team at [privacy@digicert.com](mailto:privacy@digicert.com). Contact details for the Data Privacy Officer are provided below.

## Information that DigiCert Receives

- **Through our Website:** DigiCert collects information through your use of our Website, such as IP address, browsing time and browsing activity. Where you submit information through our Website to make an inquiry or request services, DigiCert collects such information you voluntarily submit, including your name, organization, and email address and other information discussed immediately below as you request Gatekeeper Certification Services.
- **From Customers:** Customers request Gatekeeper Certification Services through DigiCert’s Website or through other contact with DigiCert or its resellers. When submitting a request, Customers typically provide to DigiCert the following information about Individuals: name, email address, telephone number, address, date of birth, gender, signature, government-issued identification (which may

include additional information, depending on the identification used), and payment information including credit card number. Specific information about personal data required for issuance of Gatekeeper Certificates may be found in the [DigiCert Gatekeeper General Category Certificate Policy](#) (“Certificate Policy”).

Where Customers share personal information of Individuals with DigiCert, Customers represent that they have collected and processed such information in accordance with Australian Data Privacy Laws and other applicable data privacy law, and that they have duly informed the Individuals that their personal information was provided to DigiCert. DigiCert will process such information following Customer instructions as well as according to the standards embodied in the Gatekeeper PKI Framework that governs the issuance of Gatekeeper Certificates. See <https://www.dta.gov.au/our-projects/digital-identity/gatekeeper-public-key-infrastructure-framework> for more information about the Gatekeeper PKI Framework.

## Use of Information

We will use your information to:

- **Provide products and services / live chat / sales & support:** As it is in our legitimate interest to market, sell and provide our products and services, send order confirmations, respond to Customer service requests, provide chat services with sales questions and technical support needs, and fulfill your order, including using the information to verify the identity of the Customer or to contact the Customer in order to discuss support, renewal, and the purchase of products and services.
- **Marketing:** We will use your information as it is in our legitimate interests to send out promotional emails (subject to seeking your consent where required by applicable law). These emails include beacons that communicate information about the email back to DigiCert. Such tracking allows DigiCert to gauge the effectiveness of its advertising and marketing campaigns. Recipients can opt-out of receiving promotional communications from DigiCert by following the unsubscribe instructions provided in each email or by emailing [privacy@digicert.com](mailto:privacy@digicert.com). DigiCert may use third parties, with which it has a confidentiality agreement, to send promotional emails on our behalf. However, DigiCert does not permit any third party to use Customer information provided by DigiCert or obtained on DigiCert’s behalf for any other purpose. Anyone receiving an unsolicited email related to DigiCert’s products and services should forward the entire message and headers to [privacy@digicert.com](mailto:privacy@digicert.com).
- **Validation Services:** DigiCert uses information provided by Customers to perform Validation Services, to independently verify the identity of an Individual or Customer and authority of an Individual to act on behalf of a Customer, in accordance with the Gatekeeper PKI Framework. DigiCert uses this information

as follows: (1) to perform our contracts to provide Gatekeeper Certification Services with Customers that are natural persons; (2) based on the legitimate interest of DigiCert to provide Gatekeeper Certification Services to Customers that are legal entities; and (3) based on the legitimate interest of Customers to have DigiCert perform Gatekeeper Certification Services.

Please refer to the [DigiCert Gatekeeper 3.0 Certificate Subscriber Agreement](#) and [Certificate Policy](#) for details on the terms, conditions, policies and standards regarding Gatekeeper Certification Services.

- **Advisory e-mails:** While a Certificate is active, DigiCert will send advisory e-mails to Customers to provide support and security updates in relation to our products and services, as this is necessary for the performance of our contracts with Customers. Advisory emails are used to respond to inquiries, provide support and validation services, provide upgrade information and security updates, inform customers about expiring Certificates, and inform the Customer about ordered products and services. Because advisory emails contain essential information related to the use and security of DigiCert’s products and services, Customers are not able to unsubscribe from advisory service emails while maintaining an active Certificate. DigiCert may also use third-party service providers to assist in sending these communications, subject to the same restrictions as mentioned in the “Marketing” sub-heading, above.
- **Technical usage information:** As it is in our legitimate interests to ensure the proper functioning of our Website by personalizing its use, monitoring usage activity and trends, and keeping the Website safe and secure, when you visit the Website, we collect the information sent to us by your computer, mobile phone, or other access device. This information includes: your IP address; device information including, but not limited to, identifier, name, and type of operating system; mobile network information; and standard web information, such as your browser type and the pages you access on our Website.
- **Customer analytics:** It is in our legitimate interest to analyze information provided by our Customers to track sales, demographics, product usage and related analytics so that we can improve our product offerings and target marketing and sales resources. We create reports and data analyses that are reported internally and occasionally shared with third-party service providers, who are under a duty of strict confidentiality and who are not authorized to use information provided by us for any other purpose than to provide services as directed by us.

## **Cookies & Tracking Technologies**

DigiCert uses session and user experience cookies to remember your account and enable the Website to function when you visit. We do not use tracking cookies or other technologies to track your activities for advertising or other non-essential purposes. You

may disable even these essential cookies by changing your browser settings, but refusing all cookies will interfere with your experience on our Website.

### **Sharing with Third Parties**

DigiCert will publicly disclose information embedded in an issued Certificate as necessary to provide the services contracted by Customer, in accordance with the Gatekeeper PKI Framework. (See the [Certificate Policy](#) for more detailed information specific to the Gatekeeper Certification Services.)

When performing its services, DigiCert uses third party sources to confirm or supplement the information that it obtains from a Customer, including information about Individuals. DigiCert uses such information from third-party sources exclusively for the purposes of its Validation and Gatekeeper Certification Services, based on the legitimate interests of DigiCert and of the Customer to provide Gatekeeper Certification Services.

DigiCert never sells or provides personal information to third parties for uses apart from assisting DigiCert in servicing our Customers and Website visitors. We will share your personal information with third parties including these categories of recipients:

- Document Verification Services (“DVS”) that provides the necessary services in the Australian Gatekeeper PKI Framework for identification verification.
- IT service providers that provide us with SaaS services including customer relationship management and other database and application software;
- Marketing providers, advertisers and advertising networks that require the data to send you advertisements about our products and select and serve relevant advertisements to you and others;
- Analytics and search engine providers that assist us in the improvement and optimization of the Website;
- Chat-based support software services that allow users to input information, including an email address, to request support and clarify their problem; and
- Credit card and payment providers that help process payments for us (*note that we do not store any provided credit card information*).

DigiCert will share your information with law enforcement agencies, public authorities or other organizations if legally required to do so, including to meet national security or law enforcement requirements, or if we have a good faith belief that such use is reasonably necessary to:

- comply with a legal obligation, process or request;
- enforce our terms and conditions and other agreements, including investigation of any potential violation thereof;

- detect, prevent or otherwise address security, fraud or technical issues; or
- protect the rights, property or safety of us, our users, a third party or the public as required or permitted by law.

DigiCert will also disclose your information to third parties:

- in the event that we sell any business or assets, in which case we will disclose your data to the prospective buyer of such business or assets; or
- if we or substantially all of our assets are acquired by a third party, in which case information held by us about our users will be one of the transferred assets.

## Security

The security of your personal information is of the utmost importance to DigiCert. DigiCert only transmits personal information, including sensitive information (such as credit cards), using transport layer security (TLS, formerly referred to as secure sockets layer or SSL). To learn more about TLS, follow this link: <https://www.digicert.com/ssl/>.

Unfortunately, no method of transmission over the Internet or electronic storage is 100% secure. While DigiCert strives to use commercially acceptable standards to protect personal information, DigiCert cannot guarantee absolute security. If you have any questions about the security of your personal information, please contact us at [privacy@digicert.com](mailto:privacy@digicert.com).

We take all necessary security and legal precautions to ensure the safety and integrity of the Individuals' personal data that we receive from Customer, including, as appropriate, (i) the pseudonymization of personal data; (ii) ensuring the ongoing confidentiality, integrity, availability and resilience of processing systems and services; (iii) restoring the availability and access to personal data in a timely manner in the event of a physical or technical incident; and (iv) regularly testing, assessing, and evaluating the effectiveness of technical and organizational measures for ensuring the security of the processing. More information about DigiCert's security practices can be found [here](#) and [here](#).

As a provider of Gatekeeper Certificates authorized by the Digital Transformation Agency ("DTA") of the Australian Government, DigiCert is required to undergo a Privacy Impact Assessment ("PIA") to assess and assure its compliance with Australian Data Privacy Laws. A PIA is conducted to coincide with any material change to DigiCert's system or practices for issuing Gatekeeper Certificates; a registry of PIAs may be found at the bottom of this document. In addition, the DTA requires that DigiCert undergo regular audits to certify its compliance with the Gatekeeper PKI Framework; this audit includes review of security controls and other aspects of DigiCert's Gatekeeper Certification Services to assure compliance with the Australian Data Privacy Laws.

## Where We Store Your Data

DigiCert stores all personal information collected from its Website and through performing Gatekeeper Certification Services in data centres located in Australia. DigiCert personnel based in DigiCert's global headquarters in the USA and in other DigiCert offices in the United Kingdom, the European Union, Switzerland, South Africa, India and Japan may access such personal information to manage and aid in providing the Gatekeeper Certification Services and other data processing activities described in this statement, subject to the security and data privacy policies of DigiCert and data privacy agreements between DigiCert business entities.

## Individual Rights over Personal Data

Depending on the jurisdiction where you reside, you may have the following rights with respect to your personal data:

- **Access and portability:** You have the right to know whether we process personal data about you, and if we do, to access personal data we hold about you and certain information about how we use it and who we share it with.
- **Correction, erasure and restriction of processing:** You have the right to request that we correct any personal data held about you that is inaccurate and have incomplete data completed or ask us to delete data (i) where you believe it is no longer necessary for us to hold the personal data; (ii) where we are processing your data on the basis of our legitimate interest and you object to such processing; or (iii) if you believe the personal data we hold about you is being unlawfully processed by us. You can ask us to restrict processing data we hold about you other than for storage purposes if you believe the personal data is not accurate (whilst we verify accuracy); where we want to erase the personal data as the processing we are doing is unlawful but you want us to continue to store; where we no longer need the personal data for the purposes of the processing but you require us to retain the data for the establishment, exercise or defense of legal claims or where you have objected to us processing personal data and we are considering your objection.

You may exercise your privacy rights listed above by submitting a request through our [Privacy Request Form](#). Before we respond to your request, we will ask you to verify your identity. Note that these rights may not apply in their entirety in your jurisdiction and are subject to the applicable law of the jurisdiction where you reside, and thus may be handled on a case-by-case basis.

Customers and Individuals cannot edit a DigiCert Certificate directly. In order to update information in a Certificate, including personal information, Customers or Individuals must submit a change request by contacting DigiCert Support at [support@digicert.com](mailto:support@digicert.com).

You also have the following rights:

- **Objection:** You have the right to object to our processing of data about you and we will consider your request. Please contact [privacy@digicert.com](mailto:privacy@digicert.com) with details

of your objection, providing us with detail as to your reasoning so that we can assess whether we have a compelling or overriding interest in continuing to process such data or whether we need to process it in relation to legal claims.

- **Testimonials:** With prior permission from the Customer, DigiCert may display personal testimonials of satisfied Customers on our Website in addition to other endorsements. Customers wishing to update or delete a testimonial should contact DigiCert at [privacy@digicert.com](mailto:privacy@digicert.com).
- **Marketing:** You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing at any time by contacting us at [privacy@digicert.com](mailto:privacy@digicert.com).
- **Complaints:** In the event that you wish to make a complaint about how we process your personal data, please contact us in the first instance at [privacy@digicert.com](mailto:privacy@digicert.com) and we will endeavor to deal with your request.

Where you have a question, dispute or complaint regarding DigiCert's collection, storage, or use of your personal information, you may ask a question or make a complaint to DigiCert by sending it to [privacy@digicert.com](mailto:privacy@digicert.com). If we do not resolve your concern to your satisfaction, you may contact our U.S.-based third-party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>.

Before we respond to your request, we will ask you to verify your identity. Note that these rights may also not apply in their entirety in your jurisdiction and are subject to the applicable law of the jurisdiction where you reside, and thus may also be handled on a case-by-case basis.

## How Long We Store Your Data

We will retain your information as follows:

- Data provided for Validation Services (including to send Advisory e-mails): As long as the Certificate is active, and in accordance with industry standards, which requires us to maintain data for 7 years. In addition, after a Certificate is no longer active, we will keep this for as long as necessary to defend against legal claims, resolve disputes or enforce Customer agreements.
- Data provided and collected for marketing and web experience customization purposes: until you notify us that you no longer want us to use your information for marketing and/or web experience customization purposes, by unsubscribing from any marketing email you receive, or by contacting [privacy@digicert.com](mailto:privacy@digicert.com).

After we no longer have a legitimate basis for retaining your personal data, we may store your information in an aggregated and anonymized format.

## **Applicability**

Terms of use for software downloaded from DigiCert's Websites may override the terms of this privacy notice, with respect to use of the software.

Our Website includes links to third party websites whose privacy practices may differ from those of DigiCert. If you submit personal information to any of those websites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policies of those third-party websites before you submit any information to those websites.

## **Changes to This Privacy Notice**

If we make material changes to our information practices, we will update this Privacy Statement and notify interested parties (e.g., by posting a notice on our home page or by emailing affected individuals). Visitors should check the Website regularly to be aware of changes. We encourage you to periodically review this page for the latest information on our privacy practices.

## **Contact**

Please contact DigiCert with any questions or concerns about this privacy notice or our data collection practices:

### DigiCert Data Privacy Officer

– By mail:

DigiCert, Inc.

Attention: Data Privacy Officer, Aaron Olsen  
2801 North Thanksgiving Way  
Suite 500  
Lehi, Utah 84043

USA

– By phone or fax:

Phone: +1-801-701-9600

Fax: +1-801-705-0481

– By email:

[dpo@digicert.com](mailto:dpo@digicert.com)

For assistance with technical difficulties, please email [support@digicert.com](mailto:support@digicert.com).



As noted above, if you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third-party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>.

### **Gatekeeper Privacy Impact Assessment Register**

<i>PIA Reference</i>	<i>Date completed</i>
Australia Gatekeeper (PIA 3)	May 12, 2020
Australia Gatekeeper (PIA 4)	May 19, 2023