

**Question:** *Am I obligated to use the Google Apps services provided by IEEE?*

**Answer:** No. GoogleApps@IEEE is an optional member benefit. If you do not wish to use any of the Google services provided through this program, do not register as a GoogleApps@IEEE user. However, all ieee.org email addresses are administered through GoogleApps@IEEE; in order to maintain an ieee.org email account, you must use GoogleApps@IEEE to do so. Similarly, if you wish to have your ieee.org email forwarded to another address, you must use GoogleApps@IEEE to set up forwarding.

**Q:** *Who owns the data that I put in the Google Apps?*

**A:** You retain ownership to all of the data that you store in, or send through, Google Apps. By agreeing to Google's Terms of Service, you grant Google a limited license to use the data for the purpose of providing the services.

**Q:** *How is Google permitted to use my data and personal information?*

**A:** Google's [Privacy Policy](#) limits how Google may use your data. In addition, certain "[core services](#)" provided through GoogleApps@IEEE—Gmail, Calendar, Contacts, and Drive—are covered by the [Data Processing Amendment](#), which prohibits Google from processing users' data for any purpose except: "(a) to comply with [the user's and IEEE's] Instructions, (b) to provide the Services...; (c) to provide product features to facilitate Customer's use of Services and tools for the Customer to create content; (d) to operate, maintain and support the infrastructure used to provide the Services; and (e) to respond to customer support requests."

**Q:** *Are Google+ and Picasa "core services?"*

**A:** No. As a convenience to our members, IEEE has enabled members to sign up for Google+ and Picasa using their IEEE account, but they are not "core services" governed by IEEE's agreement with Google. Rather, these are the same Google+ and Picasa services that are publicly available to everyone, and they are subject to Google's Privacy Policy.

**Q:** *When can Google employees access my account?*

**A:** Google's internal access control policies are described in its [Security Whitepaper: Google Apps Messaging and Collaboration Products](#) document. Google provides its employees with access to user data on a "need to know" basis, and access is constrained by policies, both written and technical, and is logged for auditing purposes. IEEE has reviewed Google's security policies and practices and is confident that they are among the best in the industry; we encourage members to read the whitepaper above for further information.

**Q:** *Does Google give third parties access to my data?*

**A:** Google may only share user's personal information with third parties under limited circumstances:

- To comply with legal process: Google may share user data if it believes it must do so in order to comply with the law or an enforceable government request (e.g., a warrant or other court order);
- For external processing: Google may use third-party contractors to assist it with providing the services, but those third parties must comply with Google’s Privacy Policy and with [privacy principles established by the U.S. Department of Commerce](#);
- To enforce Google’s policies: Google may disclose user data if it believes it is necessary to “address fraud, security or technical issues” or to “protect against harm to the rights, property or safety of Google, our users or the public;”
- With the user’s consent: Google may share a user’s personal information if the user explicitly consents to or requests the sharing. (For example, when a Google Calendar user shares access to a calendar with another user.)

**Q:** *Does using GoogleApps@IEEE make my data vulnerable to spying by intelligence agencies?*

**A:** With respect to requests made according to legal process, [Google’s policy](#) is to comply only when it is legally required to do so, and to challenge requests that it believes are illegal or overbroad. Google publishes data about its responses to government requests in an annual [Transparency Report](#), though it is constrained in how much information it can share about certain national security-related requests. (Google has asked the Foreign Intelligence Surveillance Court to permit it to make more information available.) At this time, IEEE has no reason to believe that Google responds to government requests except as it believes it must, as a U.S. entity subject to U.S. laws.

With respect to covert interception of Google users’ data, Google has responded to reported threats by implementing new security measures in its datacenters. Specifically, it now encrypts internal data-flows that had reportedly been intercepted.

These issues are still developing and IEEE is monitoring them closely.

**Q:** *What kind of scanning/indexing of user data is done?*

**A:** Google is not permitted to process GoogleApps@IEEE members’ data for the purpose of providing targeted advertising without their consent. Google performs automated scanning and indexing to enable certain features, such as:

- Searching of emails and documents;
- Spam filtering and virus detection;
- Identifying which email messages are likely to be important to a particular user, based on previous usage.

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If you have GoogleApps@IEEE related questions, please visit the [IEEE Support Center](#) where you can search our Knowledgebase of frequently asked questions, chat with an agent, or submit e-mail. For

related legal questions, please contact the IEEE Legal and Compliance Department at 3 Park Avenue, New York, NY 10016.