

# Privacy Notice

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This Privacy Notice describes how Everlaw collects, uses, processes, and discloses your personal information and what rights and choices you have with respect to your personal information. Any terms used in this Privacy Notice and not defined have the meanings given to them in Everlaw's [Customer Terms of Service](#).

We offer our Service to customers either directly or via a Reseller. Where we refer to our "Customers" in this Privacy Notice, we refer to customers that have entered into an agreement with us to use the Service as well as Resellers and their customers. Customer, or the applicable Reseller, is responsible for managing the Authorized Users on its account on the Service. Customer, or the applicable Reseller, is solely in control of the individual permissions on Customer's or the applicable Reseller's accounts, Databases, and Projects. Everlaw's Customers are the controllers of personal information contained in their Case Materials ("Customer Data"), and Everlaw is a processor of this information. Everlaw is the controller of certain other personal information as described in this Privacy Notice ("Personal Information").

## Applicability

This Privacy Notice applies to Personal Information that we collect online and offline including through: (A) all products, services, and related applications offered by Everlaw (collectively, the "Service"); (B) Everlaw.com and other Everlaw websites, including blogs, online forums, social media platforms, and the Everlaw community (collectively, the "Site"); (C) any interactions you have with, registrations for, attendance at, or participation in our events, tutorials, or webinars (collectively, "Marketing Activities"); (D) any user education session you attend; or (E) your visit to our offices, (collectively, as used in this Privacy Notice, the "Services").

This Privacy Notice does not apply to any personal information contained in Customer Data that Everlaw processes on behalf of the Customer as a processor or "service provider" as set out in our agreement with

them. A Customer using the Service (e.g. your employer or a Reseller or their customer) controls its instance of the Service and any associated Customer Data. Similarly, this Privacy Notice does not apply to any third-party applications or software accessible via the Services or that integrate with the Services or any other third party products, services, or businesses. If you have any questions about the specific settings and privacy practices of such third parties, please contact the relevant third party product, service, or business to review its privacy notice.

**Children's Personal Information.** The Site and Service are not directed to or intended for use by individuals under the age of 18. If you are a parent or guardian and become aware that your child provided us with Personal Information, you should contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com).

### Information We Collect

We collect Personal Information based on your interactions with Everlaw and the choices you make, including your privacy settings and Service configurations, the products and features you use, and your location. We may collect information from you directly, from third parties, or automatically. Without certain information, we may be unable to provide the Services to you. The information we, our partners, or our vendors collect may include:

- **Account Information.** Information provided by you or the Customer to create, update, or administer an account on the Service (e.g. your name, job title, email address, mailing address, phone number, your employer's name, login credentials, contact preferences for marketing information, billing details, billing address, and banking information).
- **Service-Generated Data.** Information generated from your use of the Site and Service (e.g. such as diagnostic, capacity, and usage information to determine storage requirements, and performance information our servers automatically collect when you access or use our Service and which we record in log files; Internet Protocol ("IP") address; the address of the web pages visited before using the Site or Service; browser type and settings and information about your activity in the Service; and data settings and configurations including your elected privacy and security settings).
- **Support Data.** Information about your account preferences or data you provide when you contact us for help, contact or authentication data, and the content of chats and other communications with us.
- **Device Information.** Information about your computer, phone, tablet, or other device you use to access the Site or Service (e.g. IP address or proxy server, device and application identification numbers, location, hardware model, internet service provider and/or mobile carrier, operating system, and system configuration information).
- **Marketing Information.** Information you provide via any of our Marketing Activities or non-support communications (e.g. through form submissions, email, or information you provide to us when you participate in a survey or interact with us virtually or in person at an event, when you participate in user forums such as the Everlaw Community, or a phone call with one of our sales representatives).

- **Image and Audio.** Depending on how you interact with us, we may collect your image or audio recordings. For example, if you contact us by phone, we may record those calls for quality and training purposes. If you attend an event hosted or sponsored by Everlaw, we may capture your image and/or voice in any video, photograph, or audio recording taken at the event.
- **Product Certification.** Information you provide when you access or enroll in the learning management system platform used for the completion of Everlaw’s product certification.
- **Office Visitor Information.** Information you provide to us when visiting our physical offices.
- **Job Application.** If you apply to a job opening through our career pages, we may collect the information you provide to us for the processing of your job application. For more information, please see our [Applicants Privacy Notice](#).
- **Cookie Information.** Information we automatically collect from your browser by using cookies and similar tracking technologies in our Site and Service (e.g. cookie IDs and certain types of Service-Generated Data). Please see the Cookies section below for more information.
- **Third Party Data.** Information about you from third parties, such as public databases, joint marketing partners, or marketing service providers whose data we use for marketing purposes (e.g. mailing addresses, job titles, email addresses, phone numbers, user behavior data, IP addresses, social media profiles, social media URLs).
- **Social Media Information.** Our Site may use social media features, such as the Facebook “Like” button, the “Tweet” button, and other sharing widgets (“**Social Media Features**”), and we and the social media network may receive information about you. Your interactions with Social Media Features are governed by the privacy and user policies of the companies that provide them, and we are not responsible for how those companies collect, use, or disclose your information so we encourage you to review the privacy policies of those companies.
- Any additional Personal Information you voluntarily provide to Everlaw.

#### How We Use Your Information

Everlaw uses the Personal Information as described in this Privacy Notice for our legitimate business purposes in operating the Service, Site, and business generally. More specifically, we may use Personal Information for the following purposes:

- **Service Operation.** To provide, update, maintain, improve, monitor, and protect our Services.
- **Communication.** To provide customer and technical support, to send service-related emails, and to send marketing emails about new product features or other news about Everlaw.

- **Digital Advertising.** To display digital advertising to you on the Site or other websites (including through the use of cookies or other technologies).
- **Administration.** For transactional, billing, account management, tax, and administrative matters.
- **Training.** To provide and track product certifications and training.
- **Compliance.** To comply with applicable laws and regulations or a court or other legal order.
- **Risk Mitigation.** To detect violations of our legal terms, enforce the legal terms that govern your use of the Service, or to detect, prevent, and respond to potential fraud or misuse of the Service.
- **Interaction Improvement.** To develop and improve our Marketing Activities and training sessions to better match your interests and preferences.
- For other purposes with your consent.

**Lawful Basis for Processing.** Our lawful basis to collect and use your Personal Information will depend on the type of information and the context in which we process it. We may process your information to enter into or perform a contract with you, for the purposes of our legitimate interests (unless your rights and freedoms override those interests), with your consent, or to comply with our legal obligations (e.g. to comply with applicable laws and regulations or a court or other legal order).

**Cookies.** We, and the third parties we work with, use cookies and other tracking technologies on the Site and Service to collect information about your usage of the Site and Service and your device. This information enables us to better understand Site and Service usage and to improve the quality and relevance of our offerings. We may use the following types of cookies:

- **Advertising Cookies.** These cookies allow us to serve ads on other websites that may be of interest to you. Sometimes the third parties we work with place or recognize a unique cookie or other tracking technology on your browser and may also use technology to measure and track effectiveness of ads. You can learn more about ad-serving companies and the options available to limit their collection and use of your information by visiting the websites for the [Network Advertising Initiative](#) and the [Digital Advertising Alliance](#). To opt-out of Google Analytics for Display Advertising or customize Google Display Network ads, you can visit the [Google Ads Settings page](#). Please note that to the extent advertising technology is integrated into the Site or Service, you may still receive advertising content even if you opt-out of tailored advertising. In that case, the advertising content may not be tailored to your interests. Also, we do not control any of the above opt-out links and are not responsible for any choices you make using these mechanisms or the continued availability or accuracy of these mechanisms. If your browsers are configured to reject cookies when you visit these opt-out pages, or you subsequently erase your cookies, use a different computer or change web browsers, your NAI or DAA opt-out may no longer be effective. Additional information is available on NAI's and DAA's websites, available at the above links.

- **Analytics Cookies.** We may engage third parties to help analyze how people use the Site and Service, compile reports, and improve the quality and relevance of the Site and Service. These services (e.g. Google Analytics, Heap) may use cookies, web beacons, and other tracking technologies to identify the devices used on our Site or Service and while visiting other online sites and services. These services generate, transmit, and store this information subject to their privacy policies and notices. To prevent Google Analytics from using your information for analytics, you may install the Google Analytics Opt-out Browser Add-on by clicking [here](#).

**How Long We Keep Your Personal Information.** We retain your Personal Information for different periods of time depending on what it is, how we use it, and how you configure your settings. We will either delete or anonymize Personal Information once it is no longer needed or after expiration of the applicable retention periods. If we anonymize, aggregate, or de-identify Personal Information, we may use and disclose it for any business purpose. If deletion or anonymization is not possible (e.g. because your Personal Information has been stored in backup archives), then we will securely store your Personal Information and isolate it from any further processing until deletion or anonymization is possible.

#### Information We Share With Others

This section describes when we may disclose Personal Information:

- **Service Providers.** We may disclose Personal Information with third party service providers who are working on our behalf (e.g. billing and payment service providers, cloud hosting and storage providers, communications providers, learning management system platforms, and analytics companies).
- **Affiliates.** We may disclose Personal Information with our affiliates who use Personal Information as set out in this Privacy Notice.
- **Customers.** If a Customer (e.g. your employer) has given you access to the Service, we may disclose certain information about you (e.g. your Account Information, Service-Generated Data, and Device Information) with that Customer to satisfy our contractual obligations and for the purposes described in this Privacy Notice.
- **Protection of Everlaw and Others.** We may disclose your Personal Information if we believe that disclosure is reasonably necessary to comply with any applicable law or regulation, if we are required by law to comply with any court order or legal process or respond to any government or regulatory request, and to maintain and enforce our agreements and policies. We may also disclose your information to protect the rights, property, or personal safety of Everlaw, its agents and affiliates, its users, and the public. This includes exchanging information with other companies and organizations for fraud protection, spam/malware prevention, and similar purposes.
- **Business Transfers.** We may disclose your Personal Information in connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company, in reliance on our legitimate business interests.

- **Advertising Partners.** We may partner with third party advertising networks, exchanges, and social media platforms (e.g. LinkedIn) to display advertising on our Site or to manage and service advertising on other sites, and we may disclose or otherwise make available Personal Information with them for this purpose. Please see our [Cookie Notice](#) for more information.
- **Any Other Person with Your Consent.** We may share your Personal Information with other third parties with your express consent.

**How We Secure Your Information.** We have adopted physical, technical, and organizational safeguards against accidental, unauthorized, or unlawful destruction, loss, alteration, disclosure, access, use, or processing of Personal Information we collect.

**Links to Third Party Websites.** We may place third party links in the Service or on our Site. When you click on a link from our Service or Site to a third party website, that website's policies govern your activity and use. We are not responsible for the information practices of those third parties, and we encourage you to review their privacy and user policies.

**Data Transfers.** Everlaw is headquartered in the US and has offices, employees, and service providers who operate around the globe. To provide the Service, Everlaw may store, process, and transmit Personal Information to countries outside of your location, including but not limited to the US, where data protection and privacy regulations may not offer the same level of protection as in other parts of the world. Data may be accessible to law enforcement and national security authorities under certain circumstances.

Depending on your location, when we transfer your Personal Information we rely on certain legal mechanisms to safeguard the transfer, as required by law. If you are located in the EEA, UK, or Switzerland, this may include transferring your Personal Information to adequate countries or using the European Commission's [SCCs](#) and UK addendum and any additional safeguards as necessary.

## **Your Privacy Rights**

Depending on your location, you may have statutory rights in and to your Personal Information. These may include the right to request access, as well as seek to update, delete, or correct your Personal Information. If you are a user of the Service, you can update, correct, or modify your Account Information by contacting us at [support@everlaw.com](mailto:support@everlaw.com), or for certain Account Information at any time by logging into your Everlaw account. Additionally, you may have the right to object to our processing of your Personal Information, ask us to restrict the processing of your Personal Information, or request portability of your Personal Information. If we rely on your consent to collect and use your Personal Information, you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing based on your consent we conducted before you withdraw consent.

For all requests regarding your Personal Information or questions about your rights, please contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com). We respond to all requests in accordance with Applicable Privacy Law, and we

may need to verify your identity before we can respond to your request. Depending on your request, we may ask for information such as your name, and an email address that you have used with us, and/or details, about your most recent interaction with us. If Everlaw cannot complete your request, we will inform you unless legally prohibited to do so. Everlaw will not discriminate against you for exercising your rights under applicable law.

**Marketing Communications.** We will process your Personal Information for marketing purposes according to your preferences (e.g. via mail, email, text, or phone). You may opt-out of receiving marketing from us by checking the relevant box on a consent form; by clicking the “unsubscribe” link in an email; or by emailing us at [privacy@everlaw.com](mailto:privacy@everlaw.com). If you are a user of our Service and opt-out from receiving marketing from us, we may still send you non-promotional communications (e.g. security alerts and notices related to your account).

**Lodging a Complaint.** If you have any concerns about how we handle your Personal Information, or if you believe we have not complied with this Privacy Notice or Applicable Privacy Law, please contact us in the first instance at [privacy@everlaw.com](mailto:privacy@everlaw.com) or refer to the contact details below. We will investigate the complaint and determine what action, if any, to take. If you are not satisfied with our response, you have the right to appeal to Everlaw or complain to the relevant data protection authority in your jurisdiction.

**Updating This Notice.** We may update this Privacy Notice from time to time. Laws, regulations, and industry standards evolve or we may make changes to our Services, which make the updates necessary. If we make updates that materially alter your privacy rights, we will provide additional notice, such as notifying you by email or posting a notice in the Service prior to the change becoming effective. Your continued access or use of our Services will signify acceptance of the terms of the updated Privacy Notice.

**Contact Us.** If you have any questions about this Privacy Notice, or would like to obtain this Privacy Notice in an alternative format, please contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com) or:

**Everlaw, Inc.**

Attn: Privacy

2101 Webster Street, Suite 1500

Oakland, California 94612

United States

844-EVERLAW (844-383-7529)

**Everlaw UK Ltd.**

Attn: Privacy

32-38 Scrutton Street

London EC2A 4RQ

United Kingdom

0800 068 9249

If you are a resident of the EEA, UK, or Switzerland: Everlaw, Inc. is the controller responsible for your Personal Information in connection with the Services; and Everlaw UK Ltd. is the controller responsible for your Personal Information if you've visited Everlaw's UK offices and in connection with interactions you've had with Everlaw UK Ltd.'s activities.

### **California Resident Privacy Rights**

If you are a California resident, this section also applies to you and supplements the information contained elsewhere in this Privacy Notice. It provides additional information as to how you may exercise your rights under the California Consumer Privacy Act of 2018 ("CCPA").

**Information We Collect.** This Privacy Notice already describes the information we collect and the sources of information. This section organizes that information around the Personal Information categories set out in the CCPA. In the past 12 months, we have collected the following categories of information:

- Identifiers, such as name, email address, mailing address, and phone number;
- Commercial Information, such as transaction data related to your use of the Service;
- Service-Generated Data and Device Information, such as information generated from your use of the Site and Service and information about your computer, phone, tablet, or other device you use to access the Site or Service;
- Professional and employment-related information, such as employment and business contact information including job positions and titles;
- Support Data, which may include information about your account preferences or data you provide when you contact us for help, contact or authentication data, and the content of chats and other communications with us;
- Other information that identifies or can be reasonably associated with you; and
- Inferences drawn from any of the above categories.

**Sources of Information.** We collect the categories of Personal Information identified above from the following sources: (A) directly from you; (B) through your use of our Services; (C) affiliates; and (D) other parties such as Customers, data brokers, other users, and social networks.

**Business Purposes.** Everlaw uses and discloses the categories of Personal Information described above for the following business and commercial purposes:

- Providing, updating, maintaining, and protecting our Services;
- Communicating to you and responding to your requests, comments, and questions;



- Providing customer and technical support;
- Transactional and administrative matters;
- Complying with legal obligations;
- Protecting our rights, detecting, preventing, and responding to potential fraud and otherwise take action in response to misuse of the Site or Service;
- Sending Service-related emails and other communications;
- Sending marketing-related emails and other communications;
- Displaying digital advertising to you;
- Developing and improving our Marketing Activities;
- Improving our Site and Service and developing new products and services; and
- For other purposes with your consent.

**When We Disclose Personal Information.** In the past 12 months, we have disclosed the following categories of Personal Information for the Business Purposes described above:

- Identifiers;
- Commercial information;
- Internet activity information;
- Professional and employment-related information;
- Support Data; and
- Inferences drawn from any of the above information categories.

**Advertising Preferences.** The CCPA also requires businesses that “share” Personal Information to provide an opt-out from such sharing. Under the CCPA, “sharing” is defined as the targeting of advertising to a consumer based on that consumer’s Personal Information obtained from the consumer’s activity across websites. We “share” information for these purposes to provide more relevant and tailored advertising to you regarding our Services. Everlaw shares, and has shared in the past 12 months, the following categories of Personal Information for targeted advertising with:

- **Marketing and Advertising Partners**
  - Identifiers;

- Internet usage information;
- Inferences drawn from the above information.

**Cookies.** Everlaw uses cookies and similar tracking technologies to disclose information with our service providers and third party partners for a variety of reasons, including to secure, provide, and improve our Site and Service.

**Right to Know and to Delete.** California residents may have the right to request information about a business's collection, use, disclosure, sharing, or sale of their Personal Information. You may be permitted to request that we:

- Provide you the categories of Personal Information we have collected or disclosed about you; the categories of sources of such information; the business or commercial purpose for collecting, "selling," or "sharing" your Personal Information; the categories of third parties to whom we disclose or "sell," or with whom we "share," Personal Information; and the categories of Personal Information we "sell."
- Provide access to and/or a copy of certain information we hold about you.
- Delete certain information we have about you.
- Correct inaccurate Personal Information that we maintain about you.

You may have the right to receive information about the financial incentives that we offer to you, if any. You also have the right to not be discriminated against (as provided for in applicable law) for exercising certain of your rights. Certain information may be exempt from such requests under applicable law. We need certain types of information so that we can provide our Services to you. If you ask us to delete it, you may no longer be able to access or use our Services.

If you wish to exercise any of your rights, please contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com) or +1.844.383.7529 . California residents can use "authorized agents" to make requests to know and requests for deletion. We will take steps both to verify the identity of the person seeking to exercise their rights, and to verify that your agent has been authorized to make a request on your behalf.

**Sale of Personal Information and the Right to Opt-out.** We may disclose Personal Information with third parties or allow them to collect Personal Information from our Site or Service if those third parties are authorized service providers or business partners who have agreed to our contractual limitations as to their retention, use, and disclosure of such Personal Information or if you use our Service to interact with third parties or direct us to disclose your Personal Information to third parties. As described under our Cookie Notice, we may disclose or otherwise make available certain Device Information with third parties in order to understand how you interact with our Site. Such information sharing may be considered a "sale" / "sharing" under California law. If you are a California resident, you can opt-out of the sale or sharing of your Personal Information by submitting a request at [privacy@everlaw.com](mailto:privacy@everlaw.com) or, in certain states, including California, by broadcasting an Opt-Out Preference Signal, such as the Global Privacy

Control (GPC) on the browsers and/or browser extensions that support such a signal. Any opt-out preferences you have exercised through these methods will only apply to the specific device/browser on which you made them. Your request to opt-out of sale/sharing will be linked to your browser identifier only and not linked to any account information because the connection between your browser and the account is not known to us. If you would like us to make the connection between your browser and your customer account when you send the opt-out of sale/sharing of your Personal Information request or GPC signal, and you have not yet opted-out of sale or sharing your Personal Information, we recommend you submit your Do Not Sell or Share Personal Information request at [privacy@everlaw.com](mailto:privacy@everlaw.com). We do not knowingly “sell” or “share” the Personal Information of consumers under 16 years of age.

**Sensitive Personal Information.** If we process sensitive Personal Information collected about you, we do so for the following purposes:

- Maintain the quality and safety of our Services;
- Provide and improve our Services;
- Detect any potential security incidents; and
- Maintain customers’ accounts and provide customer service.

We may also process this sensitive Personal Information as needed to help ensure people’s physical safety and as required by applicable law. We do not use or disclose sensitive Personal Information other than for purposes for which you cannot opt-out under the CCPA.

**Retention of Your Personal Information.** Please see the [How Long We Keep Your Personal Information](#) section above.

**California Do Not Track :** We do not respond to browser-initiated Do Not Track signals, as the internet industry is currently still working on Do Not Track standards, implementations, and solutions. Please note that Do Not Track is a different privacy mechanism than the Global Privacy Control browser choice referenced above.