

# Privacy Notice

Last Updated: September 27, 2021

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This privacy notice (“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 (defined below) to customers either directly or via an authorized 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 (“Agreement”) as well as authorized resellers and their customers. Everlaw’s Customers are the controllers of personal information contained in their Case Materials that they upload to the service (collectively, “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, including Service-Generated Data and Account Information (collectively, “Personal Information”).

If you have any questions or concerns about our use of your Personal Information, then please contact us using the contact details provided at the bottom of this Privacy Notice.

## Applicability of this Privacy Notice

This Privacy Notice applies to Personal Information we collect and process in connection with: (A) the Everlaw Service, Storybuilder by Everlaw, and any other products, services, and related applications offered by Everlaw (collectively, the “Service”); (B) Everlaw.com and other Everlaw websites, including our social media pages (collectively, the “Site”); (C) any interactions you have with, registrations for, attendance at, or otherwise partaking in our events, tutorials, or webinars (collectively, the “Marketing Activities”); or (D) your visit to our offices.

As mentioned above, for much of the personal information we process through our Service, we act as a processor on behalf of our Customer. This means it is primarily our Customer that controls what personal information we collect and process through the Service and how we use it, and we only process the information in accordance with their instructions.

This Privacy Notice does not apply to any personal information contained in Customer Data that Everlaw processes as a processor, as we only process that information on behalf of the Customer and in accordance with our Agreement with them. A Customer that has entered into an Agreement to use the Service (*e.g.* your employer, authorized reseller, or another entity or person) controls its instance of the Service and any associated Customer Data. If your personal information is contained in Customer Data and you have any questions about the specific settings and privacy practices the relevant Customer has made to share your personal information with us, please contact the relevant Customer or review its privacy notice.

Similarly, this Privacy Notice does not apply to any third party applications or software accessible via the Service or that integrate with the Service 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.

## Information We Collect

Everlaw may collect and receive Personal Information in a variety of ways, as further described in this section. The Personal Information we collect depends on the context of 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. The information we 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, company address, company phone number, login credentials, contact preferences for marketing information, billing details, billing address, and banking information).

**Usage Information.** Information about your use of the Site and Service, including Service-Generated Data (*e.g.* 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).

**Troubleshooting and 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 Service. This may include information such as your 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 provided by you via any of our Marketing Activities, including through form submissions, email communications, or phone calls to inquire about Everlaw and the Service, or information you provide to us when you participate in a survey, interact with us virtually or in person at an event, or via a phone call with one of our sales representatives (*e.g.* business contact information you provide to us, professional information, the nature of your communication, recording of your communication, your contact preferences, and any information you choose to provide to us when completing any “free text” boxes in our forms).

**Office Visitor Information.** Registration information you provide to us when visiting our physical offices.

**Cookie Information.** Certain information we automatically collect from your browser by using cookies and similar tracking technologies in our Site and Service. This includes device data (*e.g.* IP address, proxy server, operating system, web browser, add-ons, device identifier and features, cookie IDs and/or ISP, your mobile carrier) and certain types of Service-Generated Data and Activity Data. Please see the Cookies section below for more information about our use of cookies.

**Location Data.** Information which includes general location-based information such as your IP address or cookie data so that, for example, we know what time zone you are in.

**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). When we obtain information about you from other sources, we always check that these third parties either have your consent or are otherwise legally permitted or required to disclose your personal information to us.

**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 may receive information about you if the Social Media Features are hosted directly on our Site. If the Social Media Features are hosted by the social media network, and you click through to them from our Site, the social media network may receive information showing that you have visited our Site. 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. We encourage you to review the privacy policies of those companies before connecting to or using their Social Media Features to learn more about their privacy practices.

**Any additional Personal Information you voluntarily provide to Everlaw.**

Generally, no one is under a statutory or contractual obligation to provide any Personal Information. However, certain Personal Information is collected automatically, and if certain Personal Information is not provided, we may be unable to provide the Service.

## How We Use Your Information

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

To provide, update, maintain, and protect our Site and Service (e.g. to operate, improve, and administer our Site and Service; prevent or address service errors, security, or technical issues; analyze and monitor usage, trends, and other activities; or at an Authorized User’s request);

To communicate with you and respond to your requests, comments, and questions (e.g. using Personal Information to respond to you if you contact us with requests, comments, or questions);

To provide customer and technical support (e.g. to provide customer service and support to you if you have technical or account issues);

For transactional and administrative matters (e.g. for billing, account management, tax purposes, and other administrative matters);

To comply with legal obligations (e.g. to comply with laws or regulations or to share your information with a law enforcement body or regulatory agency where disclosure is required by law);

To protect our rights (e.g. to detect violations of our terms and conditions; detect, prevent, and respond to potential fraud and otherwise take action in response to misuse of the Service; or exercise, establish, or defend our legal rights);

To send service-related emails and other communications (e.g. to inform you about changes in the Service and Service offerings and inform you about security and fraud notices);

To send marketing-related emails and other communications (e.g. to send you promotional communications and inform you about new product features or other news about Everlaw);

To display digital advertising to you (e.g. to display advertising to you on the Site or other websites through the use of cookies);

To develop and improve our Marketing Activities (e.g. to review and analyze trends and usage of our Marketing Activities so that we can provide content and features that match your interests and preferences);

To improve our Site and Service and develop new products and services (e.g. monitor and analyze usage, trends, and activities in connection with the Service to improve the Service or to develop new products and services); and

For other purposes with your consent.

We will process your Personal Information for marketing purposes in accordance with your preferences, such as to communicate with you via email, SMS, or telephone about services, features, surveys, newsletters, promotions, trainings, or events we think may be of interest to you and/or to provide other news or information about Everlaw and/or our select partners. Please see the Your Privacy Rights section below to learn how you can control the processing of your Personal Information by Everlaw for marketing purposes.

If Personal Information is aggregated or de-identified so that it is no longer reasonably associated with any identified or identifiable natural person, Everlaw may use it for any business purpose.

## Lawful Basis for Processing (Europe only)

If you are a resident of or a visitor from the European Economic Area (“EEA”), United Kingdom (“UK”), or Switzerland, we need a lawful basis to collect, use, or disclose your Personal Information. Our lawful basis will depend on the information concerned and the context in which it is processed.

We may process your Personal Information in order to perform a contract with you (such as to create and maintain your account). In other circumstances, we may process your information where the processing is in our legitimate interests and those interests are not overridden by your rights and freedoms (such as to inform you about changes in the Service or to monitor and analyze usage, trends, and activities in connection with the Service).

Where required, we may process your Personal Information where we have obtained your consent (for example, where we obtain your consent to send you promotional or marketing materials). Finally, we may need to process your Personal Information to comply with our legal obligations (such as to exercise, establish, or defend our legal rights or share your information with a law enforcement body or regulatory agency where disclosure is required by law).

If you have questions about the lawful basis on which we collect, use, or disclose your personal information, you can contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com).

## Cookies

We (and the third parties we work with) use cookies and similar tracking technologies on the Site and Service to collect certain information about how you use the Site and Service and your computer or device. This includes Device Information and Cookie Information (as described above). We may also collect Service-Generated Data that demonstrates how you have interacted with the Site or Service. This information enables us to better understand how the Site and Service are being used and to improve the quality and relevance of the Site and Service.

Your browser or device may include “Do Not Track” functionality. Because there is not yet a common understanding of how to interpret Do Not Track signals, we do not currently respond to Do Not Track signals. However, you can opt out from the use of tracking technologies as explained in our [Cookie Notice](#).

Other types of cookies, further described below, enable us to provide Site and Service functionality or to enhance visitors’ experience on our Site by providing them with personalized content and advertising:

**Advertising Cookies.** We and the third parties we work with use cookies to serve advertisements on other websites that may be of interest to you, based on information collected about your use of the Site and other websites. To do so, these third parties may place or recognize a unique cookie or similar tracking technology on your browser. They may also employ technology that is used to measure and track the effectiveness of advertisements. 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](#).

**Analytics Cookies.** We may allow third parties to provide analytics services for us 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, Hotjar) may use cookies, web beacons, and other tracking technologies to identify the devices used by visitors to our Site, as well as when they visit other online sites and services. The information generated by these services is transmitted to and stored in the services and is subject to their privacy policies and notices.

Please see our [Cookie Notice](#) for more information about the types of cookies we use and your opt-out options.

## Information We Share or Disclose to Others

This section describes how we may share and disclose Personal Information:

**Service Providers.** We may share Personal Information with third party service providers who are working on our behalf and require access to your Personal Information to carry out that work. Examples include: (A) billing and payment service providers (to authorize, record, settle, and clear transactions); (B) cloud hosting providers (to provide data storage and processing services); (C) communications providers (to process new queries and to manage our emails); (D) corporate services (to facilitate business operations and communications); (E) learning management system platforms (to host and store data through the completion of Everlaw's certification); and (F) analytics companies (to perform analysis on our Marketing Activities and Service). These service providers are authorized to use your Personal Information only as necessary to provide services to Everlaw.

**Authorized Users.** If you have been given access to the Service by a Customer (such as your employer), we may share certain information about you (such as your

Account Information) with that Customer in order to perform our contract with them and for the purposes described in this Privacy Notice.

**Any Competent Law Enforcement Body, Regulatory Body, Government Agency, or Any Other Third Party.** We may disclose your Personal Information to a third party: (A) if we believe that disclosure is reasonably necessary to comply with any applicable law or regulation; (B) if we are required by law to comply with any court order or legal process, including to respond to any government or regulatory request; and (C) to maintain and enforce our agreements and policies.

**Business Transfers.** We may share or transfer some or all of your Personal Information to a third party in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company. Your Personal Information may be part of the transferred assets. Data processing for this purpose is a legitimate business interest. You may be notified thereafter of any such change in ownership or control. In these instances we will inform the buyer that they should use your Personal Information only as disclosed in this Privacy Notice.

**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 share Personal Information with them for this purpose. Please see our [Cookie Notice](#) for more information.

**Business Partners.** We may disclose or use aggregated or de-identified Personal Information for any purpose. For example, we may conduct research on customer demographics, interests, and behavior based on the personal information, interviews, and other data provided to us in an effort to better understand and serve the users of the Service and Marketing Activities. This research may be compiled and analyzed on an aggregated and anonymized basis, and we may share this data with our agents and business partners. We may disclose aggregated or de-identified user statistics in order to describe the Service to current and prospective business partners, and to other third parties for other lawful purposes.

**Any Other Person with Your Consent.** We may share your Personal Information with any other person or entity with your consent to the disclosure.

## How We Secure Information

We have adopted reasonable physical, technical, and organizational safeguards against accidental, unauthorized, or unlawful destruction, loss, alteration, disclosure, access, use, or processing of Personal Information we collect. If you have any questions about the security of your Personal Information, you can contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com).

## 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, your activity and use is governed by that website's policies, not by those of Everlaw. We are not responsible for the information practices of such third parties. We encourage you to review their privacy and user policies.

## Data Transfers

Everlaw is headquartered in the United States and has offices, employees, and service providers who operate around the globe. As a global business, Everlaw may process Personal Information in locations outside of the country where you are located because Personal Information is typically processed by centralized or regionalized operations like billing, support, and security.

Regardless of where Personal Information is processed, Everlaw applies the same protections described in this Privacy Notice. For individuals in the EEA, UK, or Switzerland, when transferring Personal Information across countries or regions we rely on certain legal mechanisms such as the European Commission's [Standard Contractual Clauses](#) and additional safeguards. The Standard Contractual Clauses provide appropriate safeguards for the protection of the privacy and fundamental rights and freedoms of individuals and the exercise of the corresponding rights.

## California Residents

If you are a California resident, this section also applies to you and supplements the information contained elsewhere in this Privacy Notice.

## Information we collect and sources of information

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 California Consumer Privacy Act (“CCPA”). In the past 12 months, we have collected the following information from the following sources:

**Identifiers** (*e.g.* your email or username and password when you sign-up for an account with us), which we obtain from you when you sign up to the Service or otherwise in the course of our interactions;

**Commercial Information** (*e.g.* products purchased or considered or other similar consuming histories or tendencies), which we obtain from you or our Customer when you sign up to the Service or otherwise in the course of our interactions;

**Usage Information** (*e.g.* browser type, device information, and other information regarding your interactions with our Service), which we obtain from you automatically through our Site and Service;

**Professional and employment-related information** (*e.g.* your employer’s name, company address, and phone number), which we obtain from you or our Customer in the course of our interactions;

**Troubleshooting and Support data** (*e.g.* information about your account preferences or data you provide when you contact Everlaw for support), which we obtain from you in the course of our interactions; and

**Inferences drawn from any of the above information categories**, which we generate during the course of our Agreement.

## How we use and share information

California law requires that we detail the categories of personal information that we share or disclose for “business purposes,” such as disclosures to service providers that assist us with securing our services or marketing our products. In the past 12 months, we have disclosed the following categories of personal information for our “business purposes”:

Identifiers;

Commercial information;

Internet activity information;

Professional and employment-related information;

Troubleshooting and support data; and

Inferences drawn from any of the above information categories.

## Your privacy rights

Under the CCPA, California residents have the right to request that a business disclose certain information about the business's collection and use of their personal information over the past 12 months. A California resident also has the right to ask such businesses to delete the personal information they have collected, and a business cannot discriminate against a California resident for exercising any of their rights under the CCPA.

If you wish to exercise any of your rights under the CCPA, please contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com). You may also designate an agent to make requests to exercise your rights under the CCPA. 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 through providing us with a signed written authorization or a copy of a power of attorney.

As a business covered by the CCPA, we do not sell your Personal Information. We may share 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.

## Disclosure of marketing information

Under California law, California residents who have an established business relationship with Everlaw may choose to opt out of Everlaw's disclosure of Personal Information about them to third parties for direct marketing purposes. If you choose to opt out at any time after granting approval, email [privacy@everlaw.com](mailto:privacy@everlaw.com). In accordance with California Civil Code Section 1789.3, California resident users are entitled to know that they may file grievances and complaints with the California Department of Consumer Affairs, 400 R Street, STE 1080, Sacramento, CA 95814; or by phone at (916) 445-1254 or (800) 952-5210; or by email to [dca@dca.ca.gov](mailto:dca@dca.ca.gov).

## 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 without your consent, you should contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com).

## How Long Do We Keep Your Personal Information?

Where Everlaw processes your Personal Information as a controller, we retain it for different periods of time depending on what it is, how we use it, what is necessary for us to keep, and how you configure your settings. Once Personal Information is no longer needed or after expiration of the applicable retention periods, we will either delete or anonymize it, or, if this 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 is possible. We may retain your Personal Information to comply with our legal obligations, resolve disputes, or enforce our agreements.

## Your Privacy Choices

You can access and control the Personal Information that we process about you as described in this section.

## Your Privacy Rights

Individuals located in certain countries, including the EEA, the UK, Switzerland, and Brazil, have certain statutory rights in and to their personal data. Subject to any exemptions provided by law, you may have the right to request access to Personal Information, as well as seek to update, delete, or correct your Personal Information. If you are a user of the Service, you can usually do this by updating, correcting, or modifying your Account Information at any time by logging into your Everlaw account. If you are a resident of or a visitor from the EEA, UK, Switzerland, or Brazil, you can also 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.

For all requests regarding your Personal Information or questions about your rights per this Privacy Notice, please contact us at [privacy@everlaw.com](mailto:privacy@everlaw.com). We respond to all requests in accordance with our obligations under applicable data protection laws. Please note that we may need to verify your identity before we can respond to your request.

## Account Information

If you are a user of the Service, you can also update, correct, or modify your Account Information in a manner consistent with the functionality of the Service or contacting us at [support@everlaw.com](mailto:support@everlaw.com).

## Receiving Promotional and Other Communications

You may opt-out of receiving marketing communications from us by either selecting the relevant box on a communication consent form, by selecting to “unsubscribe” via a link in an email, or by emailing us with your specific request to [privacy@everlaw.com](mailto:privacy@everlaw.com). If you are a user of our Service and opt-out from receiving any marketing communications from us, we may still send you non-promotional communications, such as security alerts and notices related to your account or our ongoing business relations or other non-marketing purposes.

## Withdrawing Your Consent

If we have collected and processed your Personal Information with your consent, then you may withdraw your consent at any time. As required by applicable law, we will apply your preferences going forward, within a reasonable amount of time. Even where you withdraw your consent, we may still process your Personal Information for other purposes, for example, to give effect to your request or to safeguard our business. In some circumstances, withdrawing your consent to our use or disclosure of your Personal Information will mean that you cannot use our Service. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal or our rights in the applicable Agreement, and it will not affect processing of your Personal Information conducted in reliance on lawful processing grounds other than consent.

If Everlaw cannot complete your request, we will inform you unless prohibited by law or regulation. Everlaw will not discriminate against you for exercising certain rights under applicable law.

## Lodging a Complaint with a Supervisory Authority

If you are a resident of or a visitor from the EEA, UK, Switzerland, or Brazil, you have the right to submit a complaint to a supervisory authority if you believe that Everlaw has processed your Personal Information in a manner that is not compliant with applicable privacy and data protection laws, including the EU General Data Protection Regulation (Regulation (EU) 2016/679) (“GDPR”), the UK GDPR, the Swiss Data Protection Act, and the Brazilian General Data Protection Law. The specific contact details for each data protection authority are listed below:

If you reside in the EU, the contact details are available [here](#);

If you reside in the UK, the contact details are available [here](#);

If you reside in Switzerland, the contact details are available [here](#); and

If you reside in Brazil, the contact details are available [here](#).

## Changing Our Notice

We may change this Privacy Notice from time to time. Laws, regulations, and industry standards evolve, which make those changes necessary, or we may make changes to our Site or Service. We will post the changes to this page and revise the “Last Updated” date at the top of this Privacy Notice. If we make changes that materially alter your privacy rights, we will provide additional notice, such as notifying you directly by email or posting a notice in the Service prior to the change becoming effective.

If you are a user of the Service and do not wish your information to be subject to the revised Privacy Notice, you may deactivate your account with us by contacting [privacy@everlaw.com](mailto:privacy@everlaw.com) and stopping the use of our Service. For further information about the privacy rights available to you, review the section titled [Your Privacy Rights](#).

## Contact Us

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

Everlaw, Inc.  
Attn: Privacy  
2101 Webster Street, Ste 1500  
Oakland, California 94612  
United States  
844-EVERLAW (844-383-7529)

Everlaw Ltd.  
Attn: Privacy  
32-38 Scrutton Street  
London EC2A 4RQ  
United Kingdom  
0800 068 9249

If you are a resident of or a visitor from the EEA, UK, or Switzerland: (A) Everlaw, Inc. is the controller responsible for your Personal Information in connection with the Site and Service; and (B) 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 own Marketing Activities. As explained above, if your information is contained in Customer Data, then we process your information on behalf of that Customer as a processor. In that context, the respective Customer is the controller responsible for your

Personal Information, and you should contact the relevant Customer if you have any questions or concerns about their privacy practices.