

[Home](#) / [Legal](#) / [Privacy Notice](#)

Privacy Notice

Last Updated: October 21, 2022 | [Archived versions](#) | [Download PDF](#)

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. 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 and process in connection with: (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.

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 and in accordance with 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 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.

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.

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 Service to you. 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, 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 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 (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).

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 Policy](#).

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). 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 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 use Personal Information for the following purposes:

Service Operation. To provide, update, maintain, improve, monitor, and protect our Site and Service.

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 (through the use of cookies).

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 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. Applicable Privacy Law may require us to have a lawful basis to collect and use your Personal Information. Our lawful basis 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. These are the types of cookies we collect:

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](#).

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, Hotjar) may use cookies, web beacons, and other tracking technologies to identify the devices used on our Site and while visiting other online sites and services. These services generate, transmit, and store this information subject to their privacy policies and notices.

Your browser or device may include “Do Not Track” functionality, but we do not currently respond to “Do Not Track” signals. However, you have other options as we explain in our [Cookie Notice](#).

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 or de-identify this information, we may use 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. We may retain your Personal Information to comply with our legal obligations, resolve disputes, or enforce our agreements.

Information We Share With 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 only as necessary to carry out that work (e.g. billing and payment service providers, cloud hosting and storage providers, communications providers, learning management system platforms, and analytics companies).

Subsidiaries. We may share Personal Information with our subsidiaries that provide services to us, or who otherwise use Personal Information for purposes that are described in this Privacy Notice.

Customers. If a Customer (e.g. your employer) has given you access to the Service, we may share 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.

As Required by Law. 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.

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. We may notify you after any such change in ownership or control. In these instances we will inform the buyer that they should use your Personal Information only as described 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.

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 reasonable 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. For instance, if you request customer support, Zendesk, our Sub-processor for customer support, will submit your request to us. Depending on the type of issue, our support team located in the US may access the information you choose to include or attach to your request.

Regardless of where your Personal Information is processed, Everlaw applies the same protections described in this Privacy Notice. Depending on your location, when we transfer your Personal Information we rely on certain legal mechanisms to safeguard the transfer, as applicable. 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 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 at any time by logging into your Everlaw account or by contacting us at support@everlaw.com. 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 have obtained 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 we conducted before doing so, and it will not affect our processing of your Personal Information in reliance on lawful grounds other than consent.

For all requests regarding your Personal Information or questions about your rights, please contact us at 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. 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 only 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. 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 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. Below are the contact details for certain data protection authorities:

[EU](#)

[UK](#)

[Switzerland](#)

[Brazil](#)

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 Site or Service, which make the updates necessary. If you are a user of the Service and 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.

If you 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 and stopping the use of our Service.

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 or:

Everlaw, Inc.

Attn: Privacy

2101 Webster Street, Suite 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 the EEA, UK, or Switzerland: Everlaw, Inc. is the controller responsible for your Personal Information in connection with the Site and Service; 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 Marketing Activities.

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;
- Commercial Information;
- Service-Generated Data and Device Information;
- Professional and employment-related information;
- Support Data; and
- Inferences drawn from any of the above categories.

Business Purposes. Everlaw uses the categories of Personal Information described in Section “Information We Collect” for the following business purposes:

- Providing, updating, maintaining, and protecting our Site and Service;
- 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, detect, prevent, and respond to potential fraud and otherwise take action in response to misuse of the 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.

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;

Support Data; and

Inferences drawn from any of the above information categories.

Right to Know and to Delete. California residents have the right to request information about a business's collection and use of their Personal Information over the past 12 months and ask such business to delete the Personal Information they have collected. If you wish to exercise any of your rights, please contact us at privacy@everlaw.com. You may also designate an agent to make requests to exercise certain rights. 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. We do not sell your Personal Information for monetary or other valuable consideration and have not sold Personal Information in the 12 months prior to the effective date of this Privacy Notice. 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. As described under our Cookie Notice, we may share certain Device Information with third parties in order to understand how you interact with our Site. Such information sharing may be considered a "sale" under the CCPA. If you are a California resident, you can opt out of such sales by updating your [Cookie Settings](#), or contacting us via email at privacy@everlaw.com.

Disclosure of Marketing Information. 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. California resident users 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.