



Privacy Policy

This Privacy Policy summarizes the confidentiality and data-handling practices contained in the **Master Terms of Service**, which govern all services performed by Legal Support Services (“Legal”). This page is a public-facing restatement and is incorporated by reference.

1. Confidentiality of Client Materials

Legal maintains confidentiality of all Client Materials, communications, and Assignment-related information across all service types.

“Legal maintains confidentiality of all Client Materials, communications, and Assignment-related information... Confidentiality applies to all service types.”

Confidentiality does **not** create attorney-client privilege.

2. No Attorney-Client Privilege

Legal is not a law firm and does not provide legal advice. Confidentiality does not imply or extend attorney-client privilege.

“Legal is not a law firm... Confidentiality does not create, extend, or imply attorney-client privilege.”

3. Operational Use of Data

Legal may store, transmit, and process Client Materials solely to:

- Complete Assignments
- Maintain chain-of-custody records
- Document service attempts
- Comply with statutory requirements

Operational records (dispatch logs, proofs, photos, billing records) may be retained for compliance and evidentiary purposes.

“Legal may store, transmit, and process Client Materials solely for the purpose of completing Assignments... Legal may retain operational records... for compliance, audit, or evidentiary purposes.”

4. Required Disclosures

Legal may disclose information only when:



Legal Support Services

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- Required by law
- Compelled by subpoena or court order
- Necessary to comply with statutory obligations
- Required to complete an Assignment (courts, clerks, vendors)

“Legal may disclose information when required by law... or reasonably required to complete an Assignment.”

5. Confidentiality of Payment Information

Legal maintains confidentiality of all payment information, including:

- Cardholder data
- Authorization caps
- Fee-advancement approvals

Payment information may be disclosed only to merchant processors or legal authorities when required to process payments or contest chargebacks.

“Legal maintains confidentiality of all payment information... Payment information may be disclosed only to merchant processors... or legal authorities when required...”

6. Chargeback Documentation

If a chargeback occurs, Legal may disclose operational records to the merchant processor to contest the chargeback.

“In the event of a chargeback, the Client authorizes Legal to disclose relevant operational records... to contest the chargeback.”

7. Updates to Privacy Practices

Legal may update confidentiality and data-handling practices at any time. Continued use of services constitutes acceptance of updated terms.

“Legal may update confidentiality and data-handling practices at any time. The most current version governs all Services.”