

# **Privacy Policy (Attorney & Law Firm Users)**

**Last Updated:** July 11, 2025

This Privacy Policy explains how Crow Credit, LLC (“**Crow Credit**,” “**we**,” “**us**” or “**our**”) collects, uses, and discloses personal information of attorneys and law firms who use our Platform to access arbitration case referrals. It also describes your choices and rights regarding your personal information. We are committed to protecting your privacy and adhering to applicable U.S. privacy laws and professional confidentiality standards. This Policy is intended to comply with relevant federal and state privacy laws, including the California Consumer Privacy Act (CCPA) as amended by the CPRA, and other state data protection laws, to the extent they apply. Given that our services involve sensitive client information, we take extra care to maintain security and confidentiality.

**Scope:** This Policy applies to personal information we collect from attorneys, law firm staff, or other legal professionals (“**Attorney Users**”) when they register for or use Crow Credit’s attorney access Platform, as well as any offline communications with us in that context. It does **not** cover information we collect from consumers (clients) or general website visitors (those are covered in other policies). However, it does address how we handle any client data that Attorney Users may access through the Platform.

By using the Platform or providing personal information to us, you acknowledge that you have read and understood this Privacy Policy. If you do not agree with our practices, please do not use the Platform.

# 1. Information We Collect

We collect a variety of information from and about Attorney Users to facilitate identity verification, Platform access, and case referrals. This includes:

- **Contact and Identifying Information:** When you register, we collect personal identifiers such as your full name, professional title, work email address, phone number, and work mailing address. We also collect your law firm or organization name, and may ask for other identifiers like your **state bar number or attorney license ID** to verify your credentials. These identifiers are used to create and maintain your account and to communicate with you.
- **Account Credentials:** You will create login credentials, such as a username and password, to access the Platform. We store your username and a hashed version of your password for authentication and security purposes.
- **Professional Background Information:** As part of onboarding or your user profile, we may collect information about your practice such as states of licensure, years of experience, practice areas, firm size, or case preferences. This helps us match referrals to appropriate attorneys and meet any legal requirements (for example, ensuring an attorney is licensed in the client's state).
- **Verification Documents (if provided):** We might request or receive copies of identification or professional documents, such as a copy of your bar membership card, law firm letterhead, or other credentials, especially if needed to verify your identity and eligibility. These documents, if collected, will contain personal identifiers (and possibly photographs or ID numbers) and will be used strictly for verification and compliance checks.

- **Usage Data and Device Information:** Like most online services, we gather technical data about how you interact with our Platform. This includes:
  - **Log Data:** When you access the Platform, our systems automatically record information such as the date and time of your visit, the pages or documents accessed, actions taken (e.g. downloading a file or updating a case status), and any errors or system events.
  - **Device/Network Information:** We collect information about the device and internet connection you use, such as your IP address, browser type, operating system, and referring URLs. We may also derive a general geolocation (city/state) from your IP address for security monitoring (e.g., to detect unusual login locations).
  - **Cookies and Similar Technologies:** We use cookies and similar tracking technologies on the attorney Platform for session management, security, and to understand usage (see **Cookies and Tracking** below for details). Some cookies are essential for login and authentication, while others help us analyze traffic or remember your preferences.
- **Communication Records:** If you communicate with us or our Platform (for example, contacting Crow Credit support or an admin via email or chat), we will collect the content of those communications and your contact details to respond to you and keep records. This could include support requests, inquiries about a case referral, or any feedback you provide.
- **Case-Related Data:** In general, the Platform is designed to **provide** you with client case files rather than for you to input a lot of new personal data. However, if in the course of using the Platform you upload or submit any information, we will collect whatever you

provide. For instance, you might upload notes or an arbitration document back to the Platform, or input a status update on a referred case. Such submissions could include personal information (for example, if you include a client's name or other parties' data in a message). We will treat any case-related or client-related data you input with the same level of confidentiality and security as the data we provide to you.

We limit our collection to information relevant for providing our services and verifying our attorneys. You have the option not to provide certain information, but note that failing to provide required details (like proof of licensure or contact info) may prevent us from granting you access to the Platform or referrals.

## 2. How We Use Your Information

We use the collected information for the following purposes, in accordance with applicable law:

- **Account Registration and Verification:** We use your contact and identifying information, as well as any credentials or documents provided, to verify that you are a licensed attorney and to set up your account. For example, we may cross-check your name and bar number with public attorney registration databases to confirm you are in good standing. This is necessary to fulfill our obligation of granting access only to qualified users and to comply with legal and ethical requirements for referring legal cases.
- **Providing Platform Services:** We use your information to provide and operate the Platform services. This includes using your login credentials to authenticate you, authorizing your access to specific case files, and using your preferences (e.g., practice areas or jurisdictions) to match you with suitable arbitration referrals. We may also use information about your usage (e.g., login times, actions) to tailor the user experience,

such as displaying new case alerts or relevant notifications.

- **Communications:** We will use your contact information (email, phone) to communicate with you about Platform matters. This includes sending administrative emails (for instance, notices of new referred cases, updates to these Terms or this Policy, security alerts like password resets, or service announcements). We may also send communications about Crow Credit's services or legal network opportunities. **For example, we might email periodic newsletters, arbitration resources, or invitations to provide feedback.** You have control over marketing communications as described in **Your Rights & Choices** below. All communications will be professional and relevant to your role as an attorney user.
- **Facilitating Case Referrals:** If you accept a referred case, we will use your information to facilitate the introduction between you and the client. This means we may share your name and contact details with the client (and vice versa) so that you can establish an attorney-client relationship. We also may include your name and role as the attorney of record in any arbitration documents we help prepare or submit (for example, on a draft arbitration demand form). Using your information in this way is intrinsic to the referral service.
- **Platform Analytics and Improvements:** We analyze usage data and device information to understand how the Platform is performing and how attorneys are engaging with it. This helps us identify usage patterns, troubleshoot technical issues, and improve features. For instance, we might track how often attorneys download case files or which sections of a case file are viewed most, to refine our interface or training materials. We may use third-party analytics tools (like Google Analytics) that employ cookies or similar means, but such tools will be configured not to collect sensitive data from the case files, focusing only on usage metrics.

- **Security and Fraud Prevention:** Your information (especially log and device data) is used to maintain the security of the Platform. We monitor login locations and activity to detect and prevent unauthorized access. If we detect unusual behavior (e.g., login from an unknown device or multiple failed login attempts), we may use your contact info to verify it's you or to send an alert. We also keep logs to have an audit trail in case of any security review or incident investigation. Using your information in this way is part of our legitimate interest in protecting our systems and is often necessary to comply with data security obligations.
- **Legal Compliance and Enforcement:** We may process and retain your information as needed to comply with applicable laws, regulations, lawful requests, and legal processes. For example, we could be required to retain certain records of attorney access for compliance audits. If required, we will use your data to respond to subpoenas, court orders, or regulatory inquiries. Moreover, if needed, we will use information about you to enforce our **Terms of Use** or to protect our rights or the rights of others (for instance, using logs to demonstrate misuse of the Platform or sharing your information when legally necessary to address misconduct).
- **Other Purposes with Consent:** If we intend to use your information for a purpose materially different from the above, we will describe it at the time of collection or seek your consent. We will not use or disclose your personal information in ways incompatible with the purposes above without updating you and obtaining consent where required.

**Legal Bases (for those in jurisdictions requiring it):** Some privacy laws (such as GDPR, if applicable) require us to state a legal basis for processing personal data. While our service is U.S.-based, if such standards were applied, our legal bases include: **performance of a contract** (providing the Platform services to you), **legitimate interests** (for security, efficiency, and improving our services – balanced against your rights), and **legal obligations** (compliance reasons). For any optional communications (like certain marketing emails), we rely on your

**consent** or applicable exceptions under U.S. law (e.g., business-to-business contact exceptions), and you have the right to opt out at any time.

### 3. How We Share Your Information

Crow Credit is not in the business of selling your personal information. **We do not sell or rent attorney users' personal data to third parties for their own marketing.** However, we do share certain information with third parties in the following contexts, consistent with providing our services and as permitted by law:

- **Client Introductions:** As noted, if you agree to consider or take on a referred case, we will share your name, firm name, and professional contact information with the consumer client involved in that case. The client needs this information to contact you and formally engage your services. Likewise, we may share with the client your relevant credentials (for example, the fact that you are licensed in their state and perhaps a brief professional bio or experience summary if we have one) to give them confidence in the referral. This is a core part of how the referral process works, and by participating, you consent to this sharing.
- **Arbitration Bodies and Case Counterparties:** If Crow Credit assists in preparing arbitration filings or communications, we may include your contact information on those submissions. For example, if we generate a draft **AAA arbitration demand** on the client's behalf, we might list you as the representing attorney with your law firm's address, email, and phone number, which will be seen by the arbitration administrator (such as AAA) and potentially the opposing party. This is done to properly facilitate the arbitration proceeding and is usually required by arbitration rules (to identify counsel of record). We will not separately send your information to an arbitration organization outside of the case documents unless required to do so for case administration.

- **Crow Credit Service Providers:** We use reputable third-party service providers to support our operations. These providers may process your personal information *on our behalf* for the purposes described in this Policy, under strict confidentiality and data security obligations. Categories of service providers include:
  - *Cloud Hosting and IT Infrastructure:* We may store your data on cloud servers or use cloud software (e.g., database providers, secure file storage services). These providers (such as AWS, Azure, or similar) host our Platform and therefore handle your information for storage and retrieval. They are not allowed to access your data except as needed for maintenance of our service.
  - *Communication Tools:* We use email delivery services or customer relationship management tools to send out notifications and emails. For example, if we send an email to you, it may go through a service like SendGrid or similar. Those services will process your email address and the content of the communication.
  - *Analytics Services:* As mentioned, we might use tools like Google Analytics to understand Platform usage. These tools may set cookies or collect device identifiers and usage information. We configure such tools to focus on aggregated data and avoid capturing any sensitive personal data from case files. Analytics providers might receive your IP address and device info, but they do not receive things like your name or contact info from us. (Google Analytics may use cookies/pixels as described in **Cookies and Tracking**.)
  - *Security Services:* We could employ security monitoring or multi-factor authentication services (e.g., a service sending a text or app push for two-step login verification). These services would handle your contact info or device info to enable those security features.



- All service providers acting on our behalf are contractually bound to protect your information and **use it only for the purposes we dictate**. They **cannot use your data for their own unrelated purposes** and must comply with applicable privacy laws.
- **Business Partners (Legal Network):** Crow Credit may partner with certain entities or consultants in running our attorney network or case referral program. For instance, we might collaborate with a legal operations firm that helps coordinate between Crow Credit and participating law firms. In such cases, we may share necessary information (like your firm name, contact, and status of referrals) with those partners to ensure the program runs smoothly. Any such partner will be under confidentiality obligations.
- **Legal Requirements and Protection of Rights:** We may disclose your information when we believe in good faith that such disclosure is required to comply with a legal obligation, such as a law, regulation, search warrant, subpoena, or court order. We will also share information if needed to enforce our Terms of Use or to protect the rights, property, or safety of Crow Credit, our clients, our attorneys, or others. For example, if a state bar or other authority inquires as part of an investigation, we may provide relevant data as required by law. If feasible and legally allowed, we will attempt to notify you of any governmental or legal demand for your information. Additionally, if you are suspected of misconduct (such as a breach of these Terms or misuse of client data), we may disclose relevant information to law enforcement or other authorities as appropriate.
- **Business Transfers:** If Crow Credit undergoes a business transaction such as a merger, acquisition, corporate reorganization, or sale of assets, your personal information (and that of other users) may be transferred as part of that deal. We would ensure that any successor entity honors the commitments made in this Privacy Policy or provides you notice and opportunity to opt out of any material changes. Similarly, if Crow Credit is involved in a bankruptcy or restructuring, your information may be considered

an asset and transferred accordingly, subject to applicable law.

- **With Your Consent:** Apart from the above, if there are any other circumstances where we might share your information, we will obtain your consent. For instance, if we ever wanted to feature your success story or testimonial publicly (which might involve using your name or likeness), we would only do so with your permission. Or if you ask us to introduce you to another partner or service, we would share your info at your direction.

In all sharing scenarios, we strive to share the **minimum amount of information necessary** to achieve the purpose and we evaluate third parties for robust privacy and security practices. Importantly, we *do not* disclose your information to any third parties for their own direct marketing purposes, and we do not sell personal information for monetary gain [crowcredit.com](https://crowcredit.com). Any data sharing that could be deemed a “sale” or “share” under certain privacy laws (like using advertising cookies) is done only as described and often with an opportunity for you to opt out (see Cookies section and Your Rights).

## 4. Cookies and Tracking Technologies

Crow Credit uses cookies and similar technologies on the Platform to ensure it functions correctly, enhance your experience, and support security and marketing efforts. Below is an overview of our practices:

**What Are Cookies:** Cookies are small text files placed on your device when you visit a website. They can be “session” cookies (temporary, erased when you close the browser) or “persistent” (remaining for a set period or until deleted). We also may use related technologies like web beacons (pixel tags) or local storage that function similarly. For simplicity, we refer to all such technologies as “cookies.”

## Types of Cookies We Use:

- **Essential Cookies:** These are necessary for the Platform's core functionality. For example, when you log into the attorney portal, we set an authentication cookie to keep you logged in as you navigate between pages. Without these, you would have to re-enter your credentials for every action. Essential cookies also include those that help enforce security (like detecting repeated failed logins). Because they are necessary for service, these cookies are active by default.
- **Preference Cookies:** These cookies store your preferences and settings to streamline your experience. For instance, if the Platform allows UI customizations or remembers which notifications you've dismissed, preference cookies handle that. They are not strictly necessary but improve usability (e.g., remembering your chosen dashboard filters or preferred communication method).
- **Analytics Cookies:** We use analytics and performance cookies to collect information about how Attorney Users use the Platform. This helps us improve features and fix issues. For example, an analytics cookie might track how long users spend on the case overview page on average, or aggregate data on how many times a particular file gets downloaded (without exposing the content). We primarily use first-party analytics or trusted third-party analytics like Google Analytics. Data collected includes device identifiers, browser type, pages visited, and actions taken, but **we do not include any client-identifying data in analytics**. The information from analytics cookies is compiled into aggregate statistics (e.g., total active users, most common browser among users, etc.).
- **Marketing and Advertising Cookies:** Generally, our attorney Platform is not saturated with third-party ads, but Crow Credit may use limited advertising cookies to promote our services. For example, we might use a cookie or pixel that notes that you visited our attorney sign-up page, so we can later show you a Crow Credit advertisement on

LinkedIn or another site. These are usually third-party cookies from ad networks like Google or social media platforms. They collect data like cookie IDs or hashed email addresses to match you with an account on their platform for advertising. **No sensitive case data is ever used in advertising targeting** – it’s more about your status as a user of our site. We also use these to measure the effectiveness of our outreach (e.g., did an email campaign lead attorneys to log in more?). Under some state laws, use of advertising cookies could be considered a “share” of personal info, so we treat it carefully and offer opt-outs.

- **Third-Party Functionality:** On occasion, we may integrate third-party content or services that set cookies. For example, if we have video tutorials hosted via an external site (like Vimeo/YouTube), that site might set cookies when you play the video. We also might implement a secure chat widget for support that uses cookies to maintain the chat session. We ensure any third-party we allow is reputable and compliant with privacy laws, and we disclose their involvement. Their cookies are controlled by them, not us, and their use of information would be per their privacy policies.

**Cookie Choices:** When you first access our Platform, you may see a cookie notice or banner (especially if required by law) allowing you to manage non-essential cookies. You can choose to opt out of analytics or marketing cookies while still allowing essential ones. Additionally, most web browsers let you control cookies through settings – you can typically block or delete cookies. Be aware that if you disable all cookies (especially essential ones), the Platform may not function properly (for example, you might not be able to log in or certain features may break).

For analytics, Google offers a browser opt-out add-on if you wish to prevent data collection by Google Analytics on any site. For advertising cookies, industry groups (like the DAA or NAI in the U.S.) provide websites where you can opt out of interest-based advertising by participating companies. We honor browser signals like **Global Privacy Control (GPC)** or **Do Not Track**

**(DNT)** for advertising cookies to the extent required by law; if our system detects a GPC signal, we will treat it as an opt-out for cookies that are not essential. Note that Do Not Track is not uniformly honored by all services, but we strive to respect user preferences where possible.

In summary, we use cookies in a responsible manner to support the attorney Platform's functionality and improvement. We do not use cookies to secretly gather personal details without your knowledge – all uses are as described. You have choices to control or delete cookies, but doing so may affect your experience on the Platform.

## 5. Data Security and Confidentiality

**Our Security Measures:** We understand that by using our Platform, you are trusting us with both your personal information and sensitive client case data. Crow Credit takes security seriously and implements administrative, technical, and physical safeguards designed to protect personal information from loss, misuse, unauthorized access, disclosure, or alteration. These measures include:

- Encryption of data in transit (e.g., using HTTPS/SSL for our website and Platform so that data transmitted between your browser and our servers is encrypted) and encryption at rest for sensitive data stored in our databases or cloud storage.
- Access controls that restrict both Crow Credit personnel and service provider access to personal data. Only authorized staff who need to support the attorney Platform or handle referrals will have access to your information, and even then, on a least-privilege principle.
- Regular security monitoring, such as intrusion detection systems and log analysis, to catch suspicious activities. We maintain audit logs of access to case files so we can trace which user accessed what and when, providing an additional layer of

accountability.

- Periodic security assessments and updates. Our systems and practices are reviewed to adapt to new security threats. We also require our third-party providers to maintain strong security standards (as noted in Sharing section).
- Training and policies for our employees to ensure they handle attorney and client information properly and confidentially.

Despite our efforts, no security method is completely infallible. The transmission of data over the internet and the storage of data are not 100% secure. We therefore **cannot guarantee absolute security**, but we do work diligently to protect your information. In the unlikely event of a data breach that affects your personal information or the client data you've accessed, we will notify you and/or the affected parties as required by law and take appropriate steps to mitigate the harm.

**Confidentiality Expectations for Attorneys:** We want to emphasize that maintaining confidentiality is a two-way street. Just as we protect the data on our end, we expect you as an Attorney User to uphold your professional duty of confidentiality with regard to any client information obtained via the Platform. Our Terms of Use and our agreements with clients require that attorneys keep client data confidential and use it only for the intended legal representation [crowcredit.com](https://crowcredit.com). We rely on you to treat the Platform and its contents with care – use secure devices, do not download files to unencrypted drives, and generally follow good cybersecurity hygiene consistent with your obligations. If an attorney fails to maintain confidentiality or security of the data after accessing it, it could put consumers at risk and is likely a violation of our Terms and possibly professional ethics. We appreciate your cooperation in keeping data safe.

**Data Transfers:** Crow Credit is based in the United States and primarily stores and processes data in the U.S. If you are using the Platform from outside the U.S., be aware that your personal

data will be transferred to and stored on servers in the U.S. (or possibly in another country where our service providers operate, such as an EU data center if we choose to use one for redundancy). We will handle your information in accordance with this Policy regardless of where it is processed, and we will take steps to ensure any international transfers comply with applicable data protection requirements. For example, if you are in a jurisdiction like the EU (though unlikely for a U.S. arbitration attorney network), we would ensure appropriate safeguards (like standard contractual clauses) are in place for cross-border transfers.

## 6. Data Retention

We retain personal information of Attorney Users for as long as necessary to fulfill the purposes outlined in this Policy, unless a longer retention period is required or permitted by law. In practice:

- **Active Account Duration:** We will keep your profile information and credentials active in our system for as long as you maintain an account with us. Given the nature of our network, some attorneys may go inactive and return later. We may keep your account data even if you have not logged in for a while, unless you specifically request deletion (subject to considerations below). This is to streamline your ability to re-engage with the Platform without re-registering, and to maintain records of past referrals.
- **Case Records:** For any cases you participate in, we will retain the records of that case (including your involvement) as part of our business records and in service to the consumer client. These case files may contain your name and actions (like documents you viewed or uploaded). We typically retain case files for a number of years (often at least 5 years) after case resolution, to comply with legal retention obligations (such as statutes of limitation, regulatory requirements, or in case questions arise later). We also understand that, as an attorney, you may have your own record-keeping obligations; our retention of data does not relieve you of independently retaining what you need for your

client files.

- **Communications:** Email or support correspondence with you might be retained for a shorter period (e.g., 1-2 years) unless it contains information that we need to keep longer (for example, an important notice of a policy change, or communications related to a dispute). Internal notes or logs that include personal info will similarly be purged when no longer needed.
- **Audit Logs and Security Data:** Logs of access and usage are generally retained for a reasonable period (for example, 1-3 years) for security audits. Some security-related records may be kept longer if we believe it's necessary (e.g., a log showing a particular data export might be kept to track potential breaches, etc.). If a security incident or investigation occurs, relevant logs may be retained until it is fully resolved and for any required follow-up period.
- **Legal Compliance:** If any personal information is subject to a legal hold or needed to fulfill a legal obligation, we will retain it for the duration of that obligation (e.g., a law might require us to keep certain records for X years). For instance, financial transaction records (if any payments were involved for services) might be kept for accounting and tax purposes for the legally required period. Also, if we receive a deletion request (see Your Rights below), we may retain certain information as necessary to comply with law or to exercise or defend legal claims.

When we have no ongoing legitimate business need or legal requirement to retain your personal information, we will delete it or anonymize it. For example, if you withdraw from the network and request deletion, and we have no legal reason to keep your data, we will remove or de-identify your personal info in our systems. Note that removing your personal info from our active systems might not immediately remove all backup copies; those will be removed in the normal course of our backup cycle.



In summary, we aim to keep data **no longer than necessary**, but given the professional context and potential long-running nature of legal matters, retention periods can span several years. We take care to store data securely during retention and delete or anonymize it properly when the time comes.

## 7. Your Rights and Choices

As an attorney or law firm user, you have certain rights and choices regarding your personal information. We strive to honor these in line with applicable privacy laws and our own commitment to transparency. Key rights and how to exercise them include:

- **Access and Correction:** You have the right to request access to the personal information we hold about you. In practice, much of your basic profile info is accessible by logging into your account (e.g., you can see your name, contact info, etc., and update some of it). If you require a fuller report of your personal data or cannot access something, you may contact us (see **Contact Us** below) and we will provide you with details, subject to verifying your identity. If you believe any of your personal data is inaccurate or incomplete, you have the right to request that we correct it. You can update some information directly in your account settings, or ask us to assist with corrections. We may need to verify the new information (for instance, if you changed your name or got licensed in a new state, we might verify that).
- **Deletion (Right to be Forgotten):** You can request that we delete your personal information. For example, if you decide to permanently leave the legal partner network, you may ask that we remove your account and personal data. We will honor such requests to the extent possible; however, there are exceptions. We **cannot delete information that we are required to keep** for legal or legitimate business reasons. This means if you handled a case through us, we likely must retain records of that case (including that you were the attorney on it) for our and the client's interests. We also may retain basic information to avoid re-registering you without approval (e.g., keeping a note

that an attorney was removed for cause, if applicable). But marketing or non-essential data will be deleted upon request. We will explain any data we cannot delete and why, if that situation arises.

- **Opt-Out of Marketing Communications:** We may send you newsletters or emails about Crow Credit services, but you have the right to opt out of these at any time. Each non-transactional email we send will include an “unsubscribe” link at the bottom. By clicking that, you can opt out of future promotional emails. You can also opt out by contacting us directly with your request. Please note that even if you opt out of marketing messages, we will still send you essential administrative or transactional communications (for instance, an email alerting you to a new case referral, or a notice of an update to the Platform or Terms) as those are considered part of our service to you. We do not engage in telephone or text marketing to attorneys, but if we ever did, we would similarly honor opt-out requests for those channels.
- **Do Not Sell or Share (California privacy rights):** As mentioned, we do not sell your personal info for money, and we don’t share it for third-party marketing. If you are a California resident, you have the right to direct us not to “sell” or “share” your personal information as those terms are defined in the CCPA/CPRA. While we believe our use of your data does not constitute a sale, we respect these rights. Our default practice is not to share your data beyond what’s necessary, and certainly not for others’ marketing. If you have any specific concerns or requests regarding this, let us know and we will address them (for example, we can ensure no analytics or advertising cookies capture your data by opting you out).
- **Non-Discrimination:** We will not discriminate against you for exercising any privacy rights. For example, if you opt out of marketing emails or request deletion (where feasible), we will not retaliate by limiting your access to legitimate services (though note that deletion of essential data may result in inability to use the Platform). We treat all

attorney users equally, whether or not they exercise privacy rights.

- **Authorized Agents:** If you wish, you can designate an authorized agent to make privacy requests on your behalf (as some laws allow). For instance, a firm's administrator could act for an individual attorney. We will take steps to verify the request is legitimate and that the agent has authority (e.g., we may ask for a written authorization or power of attorney)[crowcredit.com](https://crowcredit.com). This is to protect your data from unauthorized access or deletion by someone else.

To exercise any of these rights, please contact us using the information in **Contact Us**. We may need to verify your identity (or authority, if through an agent) before fulfilling the request. Verification might involve confirming some information we have on file or reaching out to you through a known communication channel. We will respond to privacy requests within the time frames required by law (typically within 45 days for California, for example), and if more time is needed, we will inform you of the reason and extension.

Please note that if you are an employee or representative of a law firm using our Platform, some of these rights might need to be coordinated through your organization (for example, if your account was set up by a firm administrator, deletion might require the firm's approval to avoid conflict with their records). We will make a good faith effort to work with you and any involved parties to respect your privacy while not compromising necessary business or legal interests.

## 8. Children's Privacy

Our Platform and services are **not directed to minors** or anyone under the age of 18. We do not knowingly collect personal information from children. All users of the attorney Platform are expected to be adult professionals. In the event that someone under 18 (which would be unusual in this context) attempts to register as an attorney or provides us personal information, we will delete that information as soon as we discover it. If you believe we might have any

information from or about an individual under 18 in the attorney Platform context, please inform us so we can take appropriate action.

## 9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or for other operational reasons. If we make material changes to how we handle your personal information, we will notify you by appropriate means – for example, by emailing you at the contact address we have on file and/or by posting a prominent notice within the Platform. The “Last Updated” date at the top indicates when the latest changes were made.

We encourage you to review this Policy periodically. **Your continued use of the Platform after any update** will signify your acknowledgment of the changes. If you do not agree with any updates, you should stop using the Platform and may request that your personal information be removed as per the **Your Rights** section. For minor changes that don’t substantially affect your privacy rights (like clarifications or typographical corrections), we may not send out an individual notice but will still update the date and post the new Policy on our site.

## 10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us. We value transparency and are here to help.

You can reach Crow Credit’s privacy contact at:

- **Email:** [privacy@crowcredit.com](mailto:privacy@crowcredit.com) (or [administrator@crowcredit.com](mailto:administrator@crowcredit.com))  
([www.crowcredit.com](http://www.crowcredit.com))
- **Mail:** Crow Credit, LLC – Privacy Office, 5201 E Gage Ave, #211, Bell, CA 90201, USA [crowcredit.com](http://crowcredit.com)

- **Phone:** +1 909-909-3342 (please ask for the privacy officer or appropriate contact)

[www.crowcredit.com](http://www.crowcredit.com)

We will address your inquiry as soon as reasonably possible, typically within 30 days. If you are not satisfied with our response to a privacy issue, you may have the right to contact your state's Attorney General or privacy regulator. We would appreciate the opportunity to resolve any concerns directly, so please don't hesitate to contact us first.

Thank you for trusting Crow Credit. We are committed to protecting your privacy while providing a valuable service to you and your firm.