

PRIVACY POLICY

Last Updated: November 2024

Esquire Deposition Solutions, LLC and its affiliates ("Company," "us," or "we") have adopted this Privacy Policy (or "Policy"), which applies to all users of EsquireConnect, our website esquiresolutions.com and any of its subdomains, and related Company sites where this Privacy Policy is posted (collectively, the "Site"), and the services we provide (collectively with the Site, the "Services"). This Policy is incorporated into and subject to our "Terms of Use," available at www.esquiresolutions.com/terms-of-use. Unless otherwise defined in this Policy, terms used in this Policy have the same meanings as in our Terms of Use.

This Policy describes Company's policies and procedures on the collection, use, and disclosure of personal information and data ("Personal Information") obtained through our Site, in connection with the provision of the deposition management, court reporting, arbitration and mediation, interpreter, and legal videography services, and through other interactions with individuals who reach out to use directly by email or telephone.

If you are a California resident, please see the "California Residents' Privacy Rights" section below for more information about rights you may have. Also, Colorado, Connecticut, Delaware, Iowa, Maryland, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New Jersey, Oregon, Tennessee, Texas, Utah and Virginia residents should review the "Privacy Rights" section below for additional information regarding their rights.

Company is the data controller of the Personal Information, except for Personal Information collected through our provision of deposition management, court reporting, arbitration and mediation, interpreter, and legal videography services where Company is a data processor.

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1. INFORMATION WE COLLECT AND HOW WE COLLECT IT

a. Information You Provide and Purpose of Collection.

Account Information. We may collect Personal Information directly from you (from forms you completed, information you submitted, or services you requests) in order to access or use certain features of our Site including when you create a User Account and complete transactions. If you decide not to provide such information, you may not be able to create a User Account or use or access certain parts of our Site. When

using our Site, you may post, upload, transmit, or create content, information, and data not prohibited by our Terms of Use (“User Content”). We may collect such User Content and use it in accordance with this Privacy Policy. The types of Personal Information collected may include:

- Name
- Address
- Email address
- Phone number

Contacting Us and Requests for Information. To enable Company to provide you with requested information and respond to your requests, Company collects Personal information from you. The types of Personal Information collected may include:

- Name
- Address
- Email address
- Phone number
- Content of your communications with us
- Commercial information (such as the services you purchase or obtained or purchasing history)

Business Contact Information. For our business contacts, we may receive your contact information through our online or offline interactions with you, such as when we work together on a project or discuss opportunities to work together. We may send you emails or call you with information about our business dealings, news, or marketing information to communicate with you for business purposes. The types of Personal Information collected may include:

- Name
- Address
- Email address
- Phone number
- Professional or business-related information (including your business address)

Social Media. We also collect Personal Information when you use our social media sites or you post information on our webpage on a social media platform. We may use this information to respond, to promote our services, and in the normal course of our operations. We may collect your personal identifiers, such as your social media username, and other personal characteristics that you have made publicly available on the social media website. Note that the third-party operators of social media websites also receive such information, and their use of your Personal Information is governed by their own privacy policies.

Job applications. Job application information may be collected by us directly through the Site or by email, or job application information may be collected on our behalf by our contracted third-party administrator(s) for applicant tracking purposes and by background check providers. We process the information to review your job application and for other employment-related purposes consistent with applicable law, including to contact you regarding your application and/or to contact you about other job openings that we believe may be of interest to you.

Automatic Collection of Information: Cookies and Similar Technologies. When you use our Site, we automatically receive and record information on our server logs from your browser or mobile platform. This may include the following types of information: your location; computer or device configuration; IP address and URL of referring website, if any; pages viewed; number of visitors; and length of visits.

Like many web-based services, we collect information when you browse our Site or use our Site through technological tools such as “cookies.” A cookie is a small text file placed on your computer's hard drive when you visit a website. We may also use cookies to track your behavior when you access other websites and services on your computer, mobile phone, or other Internet connected devices, which helps us improve the experience on our Site. Please see our [Cookie Policy](#) for more information.

When you use a smart phone, mobile device or computer to access the Site, we may collect information about your physical location. We may combine this information with other location-based information (e.g., your IP address and billing/postal code) to provide you with other services on your mobile device. We share your location information with third parties that help us provide you with services.

We may also allow third party providers (such as Alexa Metrics, Google Analytics, Omniture, and ClickTale) to place cookies and similar technologies on the Site. Also, we or third-party providers may place web technologies on behalf of the supplier whose branding appears on the Site or its service providers. In this way, our supplier would be allowed to use the data collected. This information is used to enhance your experience with the Site, for marketing analysis and for quality improvement.

With respect to any social media pages that we may use, please see the privacy policies and any cookie policies of the applicable social media providers as to their automated data collection practices.

As indicated above, we currently use Google Analytics to collect and process certain Site usage data. To learn more about Google Analytics and how to opt-out, please visit: [Google Analytics Opt-Out Browser Add-On](#). Also, for more information regarding how to opt out of certain cookies, please visit <https://optout.networkadvertising.org/?c=1> or www.aboutads.info/choices.

Information Obtained in the Course of Providing Our Services. The nature of the Services we provide, such as deposition management, court reporting, arbitration and mediation services, interpreter services, and legal videography can cause us to collect and handle Personal Information on behalf of the clients and organizations that engage us to provide such Services. We may collect Personal Information that is considered “sensitive personal information” under certain laws, such as Social Security number and medical information, in providing the Services. The Personal Information we collect in connection with the provision of our Services is only used for the provision for such Services.

b. Information from Third Parties

Payment Information. We may also receive certain information about you from third parties, such as through your use of an authenticated payment method, or through other online data sources, according to the rules of the use and processing of such information established by the respective source.

Information Regarding Third Parties. On some pages, we may request that you submit information about other people. For example, if you are an attorney contacting us on behalf of your client, you will need to submit the client’s information address. In this circumstance, the types of Personal Information collected about other people may include:

- Name
- Address
- Email address
- Phone number
- Claim number
- Policy number
- Time zone

Whenever we require information from you, it is our policy to collect and save such information so that we do not need to ask you for it repeatedly. You can choose not to provide certain information, but then you might not be able to take advantage of some of the features on the Site.

2. HOW WE USE PERSONAL INFORMATION

We may use personally identifiable information to:

- provide the Site and our Services;
- verify your right to access our Services or certain restricted services;
- respond to your questions and inquiries;
- provide you with our newsletters, marketing or promotional materials, and other information that may be of interest to you;
- verify credit card authorization before any purchases or to bill you for paid services;
- share information with our authorized service providers;
- improve our products, offerings, and services; and
- protect the security and integrity of the Site and our Services.

There may be times when we will need to disclose your information to our providers, contractors, suppliers, or distributors for the purpose of fulfilling Services, or otherwise processing transactions and related information.

We may also combine your Personal Information and aggregate it with information collected from other users to analyze and improve our Site and Services. We may also provide aggregated information to our third-party partners.

Other Uses of Personal Information. We may also use Personal Information:

- In connection with the Services we provide;
- To verify that data we have about you is accurate;
- To contact you if you have requested communication from us; and
- For human resources, such as to collect your email address if you are applying for a position online.

3. EMAIL COMMUNICATION

We may send occasional system messages to you, including emails covering network or legal functions like resetting passwords, account creation and deletion confirmations, changes to our legal policies, or major functional updates or changes. Please note that if you do not want to review legal notices from us, such as notices regarding this Privacy Policy, you may change your account preferences by contacting us at privacy@esquiresolutions.com. However, those legal notices will still govern your use of the Services, and you are responsible for reviewing such legal notices for changes. We may receive a confirmation when you open an email from us if your computer supports this type of notification. Company uses this confirmation to help us monitor receipt and improve our Services.

We may also send you Company marketing or promotional materials by email and other information that may be of interest to you, only if you've requested to receive such communications. If you decide that you no longer wish to receive any such communications from us, you may unsubscribe by using the "unsubscribe" feature included at the bottom of each email marketing communication.

4. DISCLOSING PERSONAL INFORMATION

Clients. To the extent Personal Information is collected in the course of providing our Services to our Clients, we disclose and provide access to such Personal Information solely in connection with such Services. Given the nature of the Services we provide, we are unable to restrict the disclosure of such information absent a court order.

Service Providers. We engage certain service providers to perform functions and provide services to us (or on our behalf). We may share Personal Information with these third party service providers, but only to the extent necessary to perform these functions and provide such services and to the extent it is required for the purposes of our legitimate interests. These service providers provide services globally, including:

- Providing fraud monitoring or detection services;
- Hosting or maintaining the Site and work product resulting from our Services;
- Performing data integrity checks;
- Providing optimization services;
- Processing credit card payments;
- Collecting payments;
- Fulfilling orders for Services;
- Delivering advertisements on the Site and third-party websites;
- Sending mail or e-mail;
- Providing employment and human resources related services; and/or
- Providing customer service.

We may also allow these service providers to use Anonymous Information for their business purposes.

Affiliates and Subsidiaries. We share information, including Personal Information, with our affiliates and subsidiaries, and any successors thereto in the normal course of our business operations, such as to communicate with you and to promote and provide our Services.

Business Transactions. In the event we enter into a merger, are acquired, enter into bankruptcy, or sell a major part of our assets, your Personal Information may be among the assets transferred.

Legal Requirements. If necessary, we may disclose specific information without your consent and without notice to you as required to comply with laws and regulations, or to comply with court orders, subpoenas, or lawful discovery requests. Information collected from you may also be used to investigate security breaches or otherwise cooperate with legal authorities.

To Protect Us and Others. We may disclose information about you without your consent and without notice to you as required to enforce or apply the Terms of Use, or other agreements, including for billing and collection purposes. We may disclose your Personal Information if we believe it is necessary to protect us, our employees, and/or other third parties, including, for example, to assist in fraud protection or investigation.

Aggregated or De-Identified Data. We may use or share information that has been aggregated or de-identified so that it cannot reasonably be used to identify an individual. We may use or share this information in several ways, including for fraud prevention services or for analytical purposes.

5. THIRD-PARTY SITES

Our Site may contain links to third-party websites. Company has no control over the information collected from or about you by any third-party sites after you have left our Site. We are not responsible, and assume no liabilities, for the privacy policies and/or practices on such other websites. When linking to another site, you should read the privacy policy and terms governing that website. Our Privacy Policy only governs information collected on our Site and in connection with our Services.

6. HOW WE PROTECT YOUR DATA

We care about the security of your information. We use commercially reasonable safeguards designed to preserve the integrity and security of information collected and maintained through the Site and our Services. However, we cannot ensure or warrant the security of any information you provide to us or guarantee that information may not be accessed, disclosed, altered, or destroyed by unauthorized persons.

7. INTERNATIONAL TRANSFERS

Our Services are hosted, processed, and handled on computer servers located in the United States, where the privacy laws may differ from those in your jurisdiction. Therefore, your information may be transferred to, processed on, and stored in computers located outside of your state, province, country, or other governmental jurisdiction. Also, your Personal Information may also be processed by staff operating outside of your jurisdiction who work for us or for one of the organizations outlined in this Privacy Policy in connection with the activities outlined in this Privacy Policy.

Because we cannot practicably prevent users in different jurisdictions from accessing the Site and Services, you are responsible for knowing and complying with the laws of your jurisdiction. If such laws conflict with your use of the Site and Services or any of its content or functionality, the Site and Services are not intended for you, and we ask you not to use or submit any information through the Site or Services.

8. DO NOT TRACK

Where required by applicable law, we will recognize and honor opt-out preference signals (or global privacy controls).

9. OUR POLICY TOWARDS MINORS

We are concerned about the privacy and safety of minors when they use the internet. We will not knowingly collect Personal Information online from anyone under the age of 18. Our Site is for general audiences and is not targeted to or intended for use by minors. Unfortunately, we cannot always determine the age of a visitor to our Site. If you believe we might have any information from or about a minor under the age of 18, please contact us at privacy@esquiresolutions.com.

10. DATA RETENTION

We retain your Personal Information for as long as necessary for the purpose for which they were initially collected, to carry out legitimate business interests, as well as on the basis of applicable legal requirements (such as applicable statutes of limitation). After expiry of the applicable retention periods, your Personal Information will be deleted. If there is any data that we are unable, for technical reasons, to delete entirely from our systems, we will put in place appropriate measures to prevent any further use of such data.

The criteria we use to determine the retention period is as follows:

- whether there are contractual or legal obligations that exist that require us to retain the data for a period of time;
- whether there is an ongoing legal claim that relates to any business (or otherwise) relationship you have with us, or that is otherwise related to your relationship with us;
- whether any applicable law, statute, or regulation allows for a specific retention period; and
- whether the Personal Information is considered to be sensitive Personal Information, in which case a shorter retention period generally would be applied.

These criteria may also mean we adjust the period of time we retain the categories of Personal Information detailed above.

11. PRIVACY RIGHTS

Certain jurisdictions have specific legal requirements and grant privacy rights with respect to Personal Information, and we will comply with restrictions and any requests you submit as required by applicable law. If you are a California resident, see the "California Residents' Privacy Rights" section below for additional information as to your rights and to how to exercise those rights.

Nevada residents have the right to opt out of the sale of certain pieces of their information to third parties who will license or sell their information to others. However, Company does not sell personal information as contemplated by Nevada law.

If you are a resident of one of the U.S. states listed below, you have one or more of the following rights: (1) to request additional information about our data collection, use, disclosure, and sales practices in connection with your personal information; (2) to request the specific Personal Information collected about you; (3) to request the deletion of the Personal Information we have about you, with exceptions; (4) to request a restriction on certain processing of Personal Information; (5) to request correction of inaccurate information; (6) to opt-out of the processing of Personal Information for the purpose of "profiling" in furtherance of decisions that produce legal or similarly significant effects; and (7) to opt-out of the "selling" and "sharing" ("targeted advertising") of Personal Information as such terms are defined under U.S. state privacy laws. Please note, Company sells your Personal Information and engages in "targeted advertising". Company does not engage in profiling in furtherance of decisions that produce legal or similarly significant effects. For a description of the categories of Personal Information that are sold or shared/used for targeted advertising and for a description of the categories of third parties that such Personal Information is disclosed to, see the chart in Section 12 (California Residents' Privacy Rights) below. You may also have the right to not be discriminated against for exercising your privacy rights. If you are a resident of one of the following U.S. states, you have one or more of these rights:

Colorado	Connecticut	Delaware	Iowa
Maryland (as of Oct. 1, 2025)	Minnesota (as of July 31, 2025)	Montana	Nebraska
New Hampshire	New Jersey	Oregon	Tennessee (as of July 1, 2025)
Texas	Utah	Virginia	

If you are located outside these jurisdictions and seek to exercise your rights under the law of another jurisdiction, please contact us by emailing privacy@esquiresolutions.com.

You may submit a request regarding your Personal Information by:

- Emailing us at privacy@esquiresolutions.com - please provide your name, telephone number, and type of request (e.g., a request for categories of information, a request for specific pieces of information, or a request to delete).
- Calling us at 1.855.672.0249.

To help protect your privacy and maintain security, we will take steps to verify your identity before granting you access to the information. We may need to request specific information from you to help us confirm your identity. This is a security measure to ensure that Personal Information is not disclosed to any person who has no right to receive it. When you make a request, we may also contact you to ask you for further information in relation to your request to speed up our response and require you to follow procedures so that we can verify your identity (and the applicable jurisdiction). The verification steps we take may differ depending on your jurisdiction and the request. Where possible, we will attempt to match the information that you provide in your request to information we already have on file to verify your identity. If we are able to verify your request, we will process it. If we cannot verify your request, we may ask you for additional information to help us do so.

We will respond to your request within the time period required by applicable law. However, we may not always be able or required to comply with your request, in whole or in part, and we will notify you in that event.

12. CALIFORNIA RESIDENTS' PRIVACY RIGHTS

The California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA), provides consumers who are California residents with specific rights regarding their Personal Information. If you are a California resident, this section provides you with additional information, describes your rights, and explains how to exercise those rights.

a. Categories of Information Collected and Retention

In the 12 months preceding the Last Updated date of this Privacy Policy, we may have collected or received, or disclosed the following categories of Personal Information about California residents. We retain such information for the period set forth below or for as long as we have a legitimate purpose to do so which we will determine based on applicable law.

Category (*may constitute "sensitive personal information" under the CCPA)	Source of Information Collected	Business Purpose for Collection	Retention	Sold or Shared	Disclosed for a Business Purpose	Shared to Third Party
A. Identifiers.*	Name, mailing address, Internet Protocol (IP) address, email address, social security number, driver's license number.	- Capturing the record during a deposition then transcribing that record for use by attorneys and attendees. - Evaluating applications for employment opportunities - Performing Services	The duration of our relationship with you; the length of time necessary to complete a transaction; whether your Personal Information is a sensitive type; whether you specifically consented to retain the data; and our legal, contractual or similar obligations to	Certain information may be sold or shared, including to advertising and marketing partners and analytics providers	Yes	Service providers, affiliates and subsidiaries, advertising and marketing partners, analytics providers, and clients

			retain or delete the data			
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).*	Name, social security number, address, telephone number, education, employment, employment history, bank account number, medical information, or health insurance information. Some personal information included in this category may overlap with other categories	- Evaluating applications for employment opportunities - Performing Services	Same as above	No	Yes	Service providers, affiliates and subsidiaries, and clients
C. Characteristics of protected classifications*	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), veteran or military status.	- Evaluating applications for employment opportunities - Performing Services	Same as above	No	Yes	Service providers, affiliates and subsidiaries, and clients
D. Commercial information.	Records of products or services purchased.	- Providing customer service - Performing Services	Same as above	No	Yes	Service providers, affiliates and subsidiaries, and clients
F. Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	- Regulatory compliance	Same as above	Yes, sold and shared, including to advertising and marketing partners and analytics providers	Yes	Service providers, affiliates and subsidiaries, advertising and marketing partners, and analytics providers
H. Sensory data	Audio, visual, and electronic, information.	- Performing Services	Same as above	No	Yes	Service providers, affiliates and subsidiaries, and clients

I. Professional or employment- related information.	Current or past job history or performance evaluations.	- Evaluating applications for employment opportunities	Same as above	No	Yes	Service providers, affiliates and subsidiaries
L. Sensitive personal information	Social security number, driver's license, financial account numbers, precise geolocation, racial and ethnic characteristics, religious and philosophical beliefs, email, and text messages.	- Performing Services	Same as above	No	Yes	Service providers, affiliates and subsidiaries, and clients

*Please see Section 4 for more information on how your Personal Information is disclosed.

b. Right to Information.

Subject to certain limits, you may ask us to provide the following information for the 12-month period preceding your request:

1. The categories of Personal Information we collected about you;
2. The categories of sources from which the Personal Information was collected;
3. The business or commercial purpose for collecting the Personal Information;
4. The categories of third parties with whom we shared the Personal Information;
5. If we disclosed Personal Information for a business purpose, a list of the disclosures including the Personal Information categories that each category of recipient received; and
6. The specific pieces of Personal Information we collected about you.

c. Right to Delete.

You also have the right to ask us to delete any Personal Information that we have collected about you, subject to certain limitations as set forth under applicable law. We may deny your deletion request, including if the information is necessary for us or our service providers to, among other things, provide our Services, take actions reasonably anticipated in the context of our business relationship with you, perform a contract we have, detect and protect against security incidents or illegal activity, comply with a legal obligation, or exercise a right provided for by law.

d. Right to Opt Out of Sale or Sharing

You have the right to opt out of the sale and sharing of your Personal Information as such terms are defined by the CCPA. You may exercise this right by clicking here: [“Do Not Sell or Share My Personal Information”](#).

e. Right to Correction.

If you believe your Personal Information is incorrect, you may request that we correct such Personal Information.

f. Right to Nondiscrimination.

We will not discriminate against you if you exercise your privacy rights under the CCPA, including by:

- Denying you goods or services.

- Charging you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Providing you a different level or quality of goods or services.
- Suggesting that you may receive a different price or rate for goods or services or a different level or quality of goods or services.
- Retaliating against an employee, applicant for employment, or independent contractor for exercising their rights under this title.

However, the CCPA permits us to offer you certain financial incentives that can result in different prices, rates, or quality levels, which are related to your Personal Information's value. Participation in a financial incentive program requires your prior opt-in consent, which you may revoke at any time. We do not offer financial incentives at this time.

g. Submission of Requests

If you are a California resident, you may submit a request regarding your Personal Information in any of the following ways:

- Emailing us a request to privacy@esquiresolutions.com - please provide your name, telephone number, and type of request (that is, a request for categories of information, a request for specific pieces of information, or a request to delete).
- Calling us at 1.855.672.0249.

What We May Need from You. We may need to request specific information from you to help us confirm your identity and ensure your right to access your Personal Information (or to exercise any of your other rights). This is a security measure to ensure that Personal Information is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Verifying Your Identity. To protect your privacy and security, we will take reasonable steps to verify your identity before providing your Personal Information and before deleting your information. Only you or someone legally authorized to act on your behalf may make a verifiable request related to your Personal Information. For example, if you make a request, we will ask you to confirm your name, email address, and/or other information we in our records to verify your identity, so that we can help protect your information.

Requests from Authorized Agents. You may designate an authorized agent to make a request for you. If you designate an authorized agent to make a request on your behalf, we may require you to verify your identity and provide the authorized agent's identity and contact information to us.

h. No Fee Usually Required.

You will not have to pay a fee to access your Personal Information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

13. CONTACT US

If you have any questions or concerns regarding privacy using the Site or Services, please send a detailed message to privacy@esquiresolutions.com. We will make every effort to resolve your concerns.

14. POSTING OF A REVISED PRIVACY POLICY

We may modify this Policy, at any time and for any reason, by posting the revised Policy on the Site with the updated effective date and the revised version will be effective when it is posted and will apply to personal information received after that date. If we make any material changes, we will provide notice of such changes on the pertinent Site for a reasonable period of time. We encourage you to review this Policy periodically, especially if you don't visit the Site regularly.