

Privacy Policy

Effective Date: January 30, 2023

1. Introduction

National Civil Process (“we,” “our,” “us”) is a nationwide civil process service provider. We serve legal documents on behalf of attorneys, law firms, government agencies, and other authorized entities (“Clients”). We understand the sensitive nature of the work we perform and are committed to safeguarding the confidentiality, integrity, and security of the information entrusted to us.

This Privacy Policy explains how we collect, use, store, and protect personal and case-related information in the course of our operations.

2. Information We Collect

We may collect and process the following types of information in connection with our services:

A. Client Information:

- Name, firm name, and contact details (phone, email, mailing address)
- Billing and payment details
- Authorized user accounts and login credentials (if applicable)

B. Case and Service Information:

- Case numbers, court details, and filing information
- Names, addresses, and other identifying information of parties to be served
- Sensitive or legally privileged documents and attachments provided by Clients

C. Operational and Technical Information:

- Service attempt logs, GPS location data, photographs, and date/time stamps
 - Communication records with Clients and relevant court officials
 - IP addresses, browser types, and usage data from our website or client portal
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3. How We Use the Information

We use collected information strictly for legitimate business and legal purposes, including:

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National Civil Process

- Fulfilling process service assignments in compliance with applicable laws
- Communicating with Clients about case status, updates, and related services
- Maintaining accurate service records for legal and compliance purposes
- Billing and payment processing
- Enhancing our operational efficiency, website functionality, and security

We **do not** sell, rent, or share personal information with unaffiliated third parties for marketing purposes.

4. Sharing of Information

We may share information only as necessary to perform our services or as required by law:

- **With Courts and Law Enforcement:** When filing proof of service, responding to subpoenas, or complying with court orders
 - **With Authorized Third Parties:** Such as contracted process servers, couriers, or investigators who are bound by confidentiality agreements
 - **For Compliance and Legal Protection:** When required to protect our legal rights, enforce agreements, or prevent fraud or abuse
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5. Data Security

We implement industry-standard security measures—both physical and electronic—to protect against unauthorized access, alteration, disclosure, or destruction of information. These measures include:

- Encrypted storage and secure transmission of digital files
- Restricted access to sensitive information on a need-to-know basis
- Regular system monitoring and security updates

While we take reasonable steps to protect data, no system is completely secure, and we cannot guarantee absolute security.

6. Data Retention

We retain records and related data for the period required by applicable law or for as long as reasonably necessary to fulfill our service obligations and maintain compliance. After this period, data will be securely destroyed or anonymized.



7. Your Rights

Depending on your jurisdiction, you may have rights to:

- Request access to information we hold about you
- Request corrections or updates to your information
- Request deletion of certain personal information, subject to legal retention requirements

All such requests can be made in writing using the contact details below.

8. Third-Party Links and Services

Our website or client portal may contain links to external websites. We are not responsible for the privacy practices or content of those external sites.

9. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our business practices, legal requirements, or technology. The updated policy will be posted on our website with a revised effective date.
