

Privacy Policy

Last updated: January 31, 2018

Overview

Tracument takes your privacy and the privacy of your clients and contacts very seriously. Our business relies on using the utmost care and attention when handling sensitive information. The information below outlines what information is available to Tracument and how we use it. This privacy policy is in place to protect our clients and will comply with the applicable privacy regulations of Canada and its various provinces in which we operate.

General Information

We, and third-party vendors, use cookies to track website usage. You may safely delete any cookies we transmit to your computer after leaving our website.

General information about firms and users is collected and retained in order to maintain the accounts of the application. This may include information about the name, address, phone number, email address, banking details, and credit card number of the firm and the name and email address of users. In addition, Tracument may collect and retain similar information for account verification purposes.

This information is used in compliance with the user agreement of the application. Tracument will not use this information for any purpose other than that stipulated in the user agreement and no information collected will be sold or transferred to a third-party without the written consent of the firm or user. The information we have collected about your organization can be reviewed and updated within the application.

In the highly unlikely event of a privacy breach, Tracument will disclose any such breach related to transferred documents to the document's originating party within seven days of the discovery of the breach.

Tracument may send emails from time to time for the purpose of communication with its clients and other parties. These communications may be transmitted outside of Canada in the course of their delivery.

Privacy of Transferred Documents

We understand the sensitive nature of documents transferred through the system and have the following policy related to documents conveyed through Tracument. Transferred documents are those sent through the Paywall and Paywall (Third-party) services.

The Tracument system does not allow Tracument employees to access transferred documents. For quality control and technical support issues, we can see the name of a document, its file type, as well as other general information included in the document provision. You retain ownership of any document(s) you upload to our server, except when paid for, at which time the paying party will be given full access and download rights to the document(s). Transfer of ownership between the two parties on either side of the transaction will depend on your terms, not ours.

Any party who uploads a document or file to Tracument may cancel the associated invoice before that invoice is paid. A record of cancelled invoices remain in the system for seven years, and the attached documents are deleted after 120 days.

Once an invoice is paid, the party who paid the invoice has access to the attached documents. If documents are accidentally transferred to an unintended recipient by a user, the providing party must contact the unintended recipient and arrange for the return or destruction of those documents. The providing party is responsible for ensuring that documents are sent to the appropriate party(ies). All transferred documents uploaded to Tracument's server are stored in Canada. The documents are subject to Canadian information security and privacy protection laws.

Tracument has no ability to control what happens to documents after custody of the document is transferred following invoice payment. The documents remain available for download for a period of 120 days.

Upon the permanent deactivation of an account, all unpaid invoices are automatically cancelled and the attached documents are disposed of in the manner outlined above.

Privacy of Requesting Documents and Authorizations

We understand the sensitive nature of requesting documents and authorizations sent through our system and have the following policy related to requesting documents and authorizations conveyed through Tracument. Requesting documents and authorizations are those sent through the request documents service.

The Tracument system allows Tracument employees (under strict confidentiality agreements) to access requesting documents and authorizations. This facilitates mailing and faxing of documents. For quality control and technical support issues, we can also see the name of a document and its file type, as well as other information included in the request. You retain ownership of any document(s)

you upload to our server.

Sending of requests is automated. Once a party has submitted a request, that request cannot be cancelled before the request is sent. Requests can be cancelled after they are sent. A notice of cancellation is transmitted to the receiving party. A record of cancelled requests remain in the system for seven years, but the attached documents are deleted after one year.

If requesting documents and authorizations are accidentally sent to an unintended recipient by a user, the providing party must contact the unintended recipient and arrange for the return or destruction of those documents. Although Tracument provides a directory of law firms, medical offices, and other professionals, Tracument makes no warranties or guarantees as to the accuracy of that directory. All addresses and fax numbers are editable before a request is sent and it is the requesting party's sole responsible to ensure that documents are sent to appropriate parties.

All requesting documents and authorizations uploaded to Tracument's server are stored in Canada.

Tracument has no ability to control what happens to requesting documents after requests are sent. The documents remain available for download for a period of one year after a request is cancelled or closed. Upon the permanent deactivation of an account, all requests are automatically closed and the attached documents are disposed of in the manner outlined above.

Privacy of Secure Send Documents

We understand the sensitive nature of documents transferred through our system and have the following policy related to documents conveyed through Secure Send. Secure Send documents are those sent through the Secure Send service.

The Tracument system does not allow Tracument employees to have access to documents sent through Secure Send. For quality control and technical support issues, we can see the name of a document and its file type, as well as other information included in the document provision. You retain ownership of any document(s) you upload to our server.

The sending party may cancel the associated Secure Send transfer at any time. A record of cancelled invoices remain in the system for seven years, but the attached documents are deleted after 120 days. If documents are accidentally transferred to an unintended recipient by a user, the providing party must contact the unintended recipient and arrange for the return or destruction of those documents. The providing party is solely responsible for ensuring that documents are sent to the appropriate party(ies). Our servers are hosted in Canada and subject to Canadian security and privacy laws. All data is stored using 256 bit AES encryption. These locations are certified to ISO27001, ISO27017, and ISO27108 standards, among others, and are audited continuously to attest to their compliance.

Tracument has no ability to control what happens to documents after the the receiving party of a Secure Send transfer gains access to the documents. The documents remain available for download for a period of 120 days.

Upon the permanent deactivation of an account, all Secure Send transfers are automatically cancelled and the attached documents are disposed of in the manner outlined above.

Privacy of Portal Documents

We understand the sensitive nature of documents transferred through our system and have the following policy related to documents conveyed through our Portal service. Portal documents are those delivered by a portal opened by the Portal service.

The Tracument system does not allow Tracument employees to have access to documents delivered by our Portal service. For quality control and technical support issues, we can see the name of a document and its file type, as well as other information included in the document provision. The uploader retains ownership of any document(s) uploaded to our server.

The uploading party may remove any document from Tracument's server at any time before clicking the 'Submit' button on the upload page. Clicking the 'Submit' button will transfer the document(s) to the creator of the Portal. Documents removed before clicking 'Submit' are deleted from Tracument's servers immediately. Documents transferred to the creator of the Portal are deleted after 120 days. If documents are accidentally transferred to an unintended recipient by a user, the uploading party must contact the unintended recipient and arrange for the return or destruction of those documents. The uploading party is solely responsible for ensuring that documents are sent to the appropriate party(ies). All Portal documents uploaded to Tracument's server are stored in Canada. The documents are subject to Canadian information security and privacy protection laws.

Tracument has no ability to control what happens to documents after they are received by the creator of the Portal. The documents remain available for download for a period of 120 days.

Upon the permanent deactivation of an account, all Portals created by that account are automatically cancelled and the attached documents are disposed of in the manner outlined above.

Confidentiality

All Tracument employees, management, executives, and directors are bound by confidentiality agreements.

Email Lists

Tracument maintains an email list to keep interested parties informed about our company, training events, products, support, and more. We do not sell the addresses on our list. We will never sell or transfer your email address. To be removed from a Tracument e-

mail list, return the e-mail with “unsubscribe” in the subject line.

Updates to Information

You can update your contact information by emailing info@tracument.com, or by changing the relevant information within your account management screen.

Revisions to Information

Tracument may modify this policy and any modifications are effective when they are posted on our website. In the event of a modification to this policy, you will be notified. By using our website, you indicate your understanding and acceptance of the terms of the most recently posted privacy policy.

Disclosure of Information

If compelled by law, we may disclose your information to law enforcement officials.

Further Information

For further information, please see our [Security Statement](#) and our [User Agreement](#).

Questions

If you have any questions about this document, or would like more information about how Tracument works to protect the privacy of its users, please feel free to contact us at 1.888.900.4701 or email us at info@tracument.com.