

PRIVACY POLICY

Dated: December 1, 2020

Welcome to the Law Offices of RobbLAW (“RobbLAW”), our websites (www.robblawla.com, www.robblaw.org, and www.robblawconsulting.com) (“Site” or collectively as “Sites”), and our Legal, Compliance, and Consulting and Counseling services (“Services”). We know that you care how information about you is used and shared. This Privacy Policy, as amended from time to time, explains what information of yours will be collected by RobbLAW when you use our Sites or our Services, how that information will be used, and how you can control the collection, correction, or deletion of information. We will not use or share your information with anyone except as described in this Privacy Policy. This Privacy Policy applies to information we collect by other means, including offline or from other sources about you.

What information do we collect?

We collect your contact information from you when you submit a contact request on our Sites, place a telephone call to our office, or mail us a letter. You may be asked for your First and Last Name, Email Address, Phone Number, Mailing Address, and other information specific to your contact including the nature and purpose of your contact.

If you meet with any of our staff, whether online, via telephone, or in person, you may be asked for specific and detailed information about you, your business, and your specific legal situation. In order for us to best assist and advise you as our client, you will need to be completely open, honest, and forthcoming with any information that may be related to the reason you contacted us. As with any Attorney-Client relationship, any information you share with our staff about your legal situation, or potential matter, will be strictly confidential backed by the Attorney-Client Privilege whether or not you hire RobbLAW.

PLEASE NOTE: The Attorney-Client relationship, which includes the Attorney-Client Privilege does not begin until you have printed, signed, and returned our Retainer Agreement along with any retainer payment that may be due; however, information you share with us whether you hire RobbLAW or not may still be protected.

If you select to pay any fees due to RobbLAW via our Sites, you will be redirected to Practice Panther's website (www.practicepanther.com) and their payment solution, PantherPayments. PantherPayments will collect your account information such as your payment card number or bank routing and account number as well as your billing address. This information is transmitted directly to PantherPayments and is not collected, retained, or accessible by RobbLAW. We receive your name, payment date, payment amount, and authorization status, which will be retained by us along with our other information about you.

You may visit our Sites anonymously, but you may not make an anonymous payment.

What do we use your information for?

Any of the information we collect from you may be used in one or more of the following ways:

1. To personalize your experience as your information helps us to better respond to your specific legal situation and needs;
2. To improve our Sites as we continually strive to improve our Sites based on the information and feedback we receive from you;
3. To improve customer service as your information helps us to more effectively respond to your customer service requests and support needs;
4. To process payment transactions;
5. To communicate with you via email, text message, or phone call to meet the objective(s) of our representation of you; and
6. To act on your behalf as your Attorney-in-fact within the scope of representation as defined in your Retainer Agreement with us to meet the objective(s) of our representation of you.

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other business or person for any reason whatsoever, without your consent, other than for the express purpose of meeting the objective(s) of our representation of you, processing your payment transaction, or enforcing and exercising our contractual rights expressed in your Retainer Agreement with us against you.

Any email address you provide to our Sites or staff may be used to send you periodic information on company news, updates, related products or services, invoices, or special offers we believe you may benefit from receiving.

By providing RobbLAW your email address, including by “following,” “liking,” or linking your account to RobbLAW on a third-party website or social network, you consent to our using the email address to send you service-related notices, including any notices required by law, in lieu of communication by mail. You also agree that we may send you notifications of activity on the service to the email address you provided, in accordance with any applicable privacy settings.

If you do not want to receive such email messages, you may opt out by sending an email to info@robblawla.com. Opting out may prevent you from receiving future email messages from RobbLAW, except you may not opt out of email messages specific to meet the objective(s) of our representation of you, including invoices and payment confirmations.

Following termination of our relationship, we may retain your information for backup, archival, or audit purposes, or as required by law. We will retain your physical case file for at least twelve (12) months before securely destroying it. If you would like to have the file transferred to you, or another attorney, please contact us within this timeframe to discuss your options. Digital copies of your case file will be archived in accordance with our client file retention policy.

RobbLAW may use certain information about you or your business internally for purposes such as analyzing how the Sites or our Services are used, diagnosing Service or technical problems, maintaining security, and personalizing content.

How do we protect your information?

We implement a variety of security measures and encryption to maintain the safety and confidentiality of your personal information regardless of how we initially collected your information.

All supplied sensitive and financial information is transmitted via a Transport Layer Security (“TLS”) connection. TLS is an industry standard security technology for establishing an encrypted link between your computer and the servers of RobbLAW’s cloud storage provider or payment processor, providing up to 256-bit encryption of your information during transit.

Sensitive and confidential information will be stored on a secure server hosted by RobbLAW’s cloud storage provider and is accessible only by those authorized with special access rights to such information. All RobbLAW staff are required to keep your information strictly confidential; however, RobbLAW cannot guarantee, and does not guarantee, that unauthorized third parties

will never be able to defeat our security measures and encryption, access your personal information, or use your personal information for improper purposes.

After a transaction has been submitted for payment, your financial information will not be stored on RobbLAW's servers nor is this information accessible by anyone at RobbLAW.

Do we use cookies?

Yes, our Sites use cookies, which are small files that a site transfers to your computer's hard drive through your web browser, if you allow, that enables the site's or service provider's systems to recognize your web browser and capture and remember certain information about you.

We use cookies to help us personalize your web experience while visiting our Sites.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some features of our Sites may not function properly; however, you can still contact us via email, mail, or telephone without the use of a cookie.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personal information. This does not include trusted third parties who assist us in operating our Sites, conducting our business, or servicing you, so long as those parties agree to keep your information strictly confidential. We may also release your information when we believe release is appropriate to comply with applicable law, enforce any of our policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Your information may be disclosed to Wix, whom we consider a trusted third party as the host of all of our Sites; PracticePanther, whom we consider a trusted third party as our primary client management platform; PantherPayments, whom we consider a trusted third party as our primary online payment processor; Square, whom we consider a trusted third party as our secondary payment processor; and Microsoft, whom we consider a trusted third party as our cloud storage and email hosting provider.

Third party links

Occasionally, at our discretion, we may include links to third party products or services on our Sites. These third-party websites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these websites. Nonetheless, we seek to protect the integrity of our Sites and welcome any feedback about these other sites.

We are not responsible for the practices employed by websites linked to or from our Sites, nor the information or content contained on those Sites. Please remember that when you use a link to go from our Sites to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including those that have a link to our Sites, is subject to that website's own policies. Please read those policies carefully before proceeding.

California Online Privacy Protection Act Compliance

Because we value your privacy, we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act and the California Consumer Privacy Act (“CCPA”). We, therefore, will not distribute your personal information to outside parties without your consent, except as described in this Privacy Policy.

Compromise of Personal Information

Robb**LAW** cannot guarantee, and does not guarantee, that unauthorized third parties will never be able to defeat our security measures and encryption, access your personal information, or use your personal information for improper purposes.

In the event that personal information is compromised as a result of a breach of security, Robb**LAW** will take reasonable steps to notify those individuals whose personal information is believed to have been compromised, in accordance with the notification procedures set forth in this Privacy Policy, or as otherwise required by applicable law.

Children’s Online Privacy Protection Act Compliance

We are in compliance with the requirements of Children’s Online Privacy Protection Act (“COPPA”) and we do not collect any information from anyone under 13 years of age. Our Sites and Services are all directed toward people who are at least 18 years of age or older. Protecting the privacy of young children is especially important. For that reason, Robb**LAW** does not knowingly collect or solicit personal information from anyone under the age of 13 or knowingly

allow such persons to contact us for any reason. If you are under 13, please do not send any information about yourself to us, including your First or Last Name, Address, Telephone Number, or Email Address. No one under age 13 is allowed to provide any information to RobbLAW unless doing so under the supervision of a parent/guardian or under court-appointed representation. In the event that we learn that we have collected information from a child under age 13 without verification of parent/guardian consent or court-appointed representation, we will delete that information as quickly as possible. If you believe that we might have any information from or about a child under 13, please contact us at info@robblawla.com.

Terms and Conditions

Please visit our [Terms of Service](#) policy establishing the use, disclaimers, and limitations of liability governing your relationship with us. These terms are in addition to any terms found in your specific Retainer Agreement and are not superseded by that agreement unless specifically agreed to at execution.

Your Consent

By using our Sites, contacting us, or engaging in business with us, you consent to this Privacy Policy.

Changes to our Privacy Policy - Notification Procedures

It is our policy to provide notifications, whether such notifications are required by law or are for marketing or other business-related purposes, to you via email, written or hard copy notice, or through conspicuous posting of such notice on the Sites, as determined by RobbLAW in its sole and absolute discretion. We reserve the right to determine the form and means of providing notifications to you, provided that you may opt out of certain means of notification as described in this Privacy Policy.

This policy was last modified on 12/01/2020.

Contacting Us

If there are any questions regarding this Privacy Policy, you may contact us using the information below:

909 N. Croft Ave., Suite 208
West Hollywood, CA 90069 USA
323.977.8228
info@robblawla.com
<https://www.robblawla.com>

Thank you for continuing to put your trust in us.