



Privacy Policy

LEGAL MAILMAN WEBSITE, PORTAL, AND SERVICES

Effective Date: August 12, 2026 | Version 1.1

Our commitment. This Privacy Policy explains how Legal Mailman LLC collects, uses, discloses, and protects personal information through LegalMailman.com, the Legal Mailman portal, and related services.

This Policy should be read together with the Legal Mailman Terms of Service and any order-specific notice. It applies to clients, portal users, website visitors, prospective clients, signers, service providers, and, where applicable, individuals whose information appears in case materials.

1. Who We Are

Legal Mailman LLC is a New Jersey litigation-support company. We provide or coordinate process service, skip tracing and location research, remote online notarization, transcription, affidavit management, document handling, case tracking, and related services.

For information that Legal Mailman determines how and why to process, Legal Mailman acts as the responsible business or controller. For some case information submitted by a law firm or other client, Legal Mailman may act as a service provider or processor under the client's instructions.

2. Information We Collect

The information collected depends on how you use the website, portal, and Services and may include the following categories.

Account and organization information

- name, username, password credential or passkey credential, email address, telephone number, mailing address, law firm or business name, practice area, job role, and account preferences;
- authorized users, account permissions, notification settings, and support requests.

Case and service information

- case captions, docket numbers, courts, venues, party and attorney names, service addresses, deadlines, instructions, witness-fee or check information, and other matter details;
- summonses, complaints, subpoenas, orders, exhibits, correspondence, recordings, photographs, affidavits, transcripts, and supporting documents;
- service attempts, dates, times, outcomes, notes, location or GPS evidence, photographs, recipient descriptions, signatures, and completed proof;
- skip-trace search criteria, client certifications, research sources, possible addresses, relatives or associates, and investigative results;
- notary requests, signer details, appointment information, identification and credential results, journal information, and audio-video records when collected by the notary or RON provider;
- audio, video, speaker, formatting, and delivery information submitted for transcription.

Payments and transactions

- quotes, invoices, amounts, payment status, transaction identifiers, billing contact information, refunds, disputes, and limited payment-method information supplied by the payment processor;
- Legal Mailman generally does not receive or store a complete payment-card number when payment is processed by a third-party payment provider.

Communications and technical information

- portal messages, emails, text messages, telephone communications, file attachments, read status, notification-delivery records, and customer-service history;
- IP address, device and browser information, operating system, login history, security events, referring page, pages viewed, cookies, session identifiers, and general usage information;
- push-notification token and related device settings. Passkeys may use your device's face, fingerprint, or PIN feature, but Legal Mailman generally receives a cryptographic credential rather than the raw biometric information stored by your device.

3. Sources of Information

We may receive information:

- directly from clients, portal users, signers, prospective clients, and service providers;
- from documents, recordings, messages, and other materials submitted through the portal or another approved channel;
- from assigned process servers, notaries, transcription professionals, contractors, and vendors;
- from courts, government records, registered-agent records, public sources, licensed databases, and authorized research providers;
- automatically from devices, browsers, cookies, authentication systems, and security logs; and
- from payment, mapping, communication, identity-verification, RON, and other service providers.

4. AI-Assisted Extraction and Automated Tools

Legal Mailman may use optical character recognition, automated parsing, and artificial-intelligence-assisted tools to analyze uploaded documents and recordings. These tools may propose docket numbers, party names, venue, service addresses, document titles, speaker information, and other fields for user review.

Uploaded content may be transmitted to technology providers acting on Legal Mailman's behalf for this limited processing. Provider retention and handling depend on the applicable service agreement and system configuration. Legal Mailman does not authorize these providers to use case content for their own advertising. Users must verify extracted information before submission because automated results may be inaccurate or incomplete.

5. How We Use Information

Legal Mailman may use personal information to:

- create and secure accounts and authenticate users;
- review requests, calculate or prepare quotes, process payments, and administer orders;
- assign, coordinate, perform, document, and quality-check process service and related work;
- conduct authorized skip tracing and location research;
- schedule and support remote online notarization and maintain required records;
- process transcription requests and deliver completed work;
- extract case information, generate drafts, prepare affidavits, and deliver documents for review;
- send portal, email, text, telephone, or push-notification updates;
- provide support, resolve disputes, prevent fraud or misuse, and investigate security events;
- maintain records, enforce agreements, comply with law, and establish or defend legal claims; and

- analyze and improve the portal, Services, accessibility, reliability, and security using information appropriate for those purposes.

6. How We Disclose Information

Legal Mailman does not disclose case information indiscriminately. We may disclose information to the following categories of recipients when reasonably necessary for the purpose described.

- Assigned professionals: process servers, notaries, transcription professionals, investigators, reviewers, and other approved contractors who need the information for the order.
- Technology providers: hosting, cloud storage, database, security, authentication, document processing, AI or OCR, mapping, communication, push-notification, video, and support providers.
- Payment providers: companies that process charges, refunds, disputes, fraud screening, and transaction records.
- Research and public-record providers: licensed databases, courts, agencies, registered-agent resources, and other authorized sources used for service or skip tracing.
- Your organization: authorized users within the client account, including attorneys, paralegals, administrators, billing contacts, and other approved team members.
- Legal and safety recipients: courts, regulators, law enforcement, government authorities, insurers, auditors, professional advisers, and affected parties when required by law or reasonably necessary to protect rights, safety, and security.
- Business transaction recipients: a successor, investor, lender, or adviser involved in a proposed or completed merger, financing, reorganization, or sale, subject to appropriate confidentiality and legal requirements.

7. Sale, Targeted Advertising, and Marketing

Legal Mailman does not sell personal information for money and does not use case documents or service-recipient information for cross-context behavioral advertising. Disclosing information to contractors and vendors for a requested service is not treated by Legal Mailman as a sale.

Legal Mailman may send information about its own services to business contacts where permitted by law. You may opt out of nonessential marketing messages using the unsubscribe method provided. Opting out of marketing does not stop operational communications about an account, order, appointment, payment, security issue, or legal notice.

8. Cookies and Similar Technologies

The website and portal may use cookies, local session storage, and similar technologies for authentication, security, preferences, accessibility, performance, and analytics. Essential cookies are necessary for account and portal operation. If Legal Mailman later uses nonessential advertising or analytics technologies that require consent or an opt-out, Legal Mailman will provide an appropriate choice mechanism and update this Policy.

9. Data Retention

Legal Mailman retains information for as long as reasonably necessary to provide the Services, maintain business and financial records, document service attempts, deliver affidavits and transcripts, support client access, resolve disputes, prevent fraud, enforce agreements, and comply with legal, notarial, tax, insurance, and recordkeeping obligations.

Retention periods vary by record type and jurisdiction. Notarial journals, identity-verification records, and audio-video recordings may be retained by the commissioned notary or RON provider for the period required by law. Some information may remain in protected backups for a limited period after deletion from active systems. Legal holds, court orders, disputes, or investigations may require longer retention.

10. Security

Legal Mailman uses administrative, technical, and physical safeguards designed for the nature of the information, including access controls, account authentication, provider oversight, logging, and protections for information in storage and transmission where appropriate. Access is intended to be limited to authorized users and personnel with a business need.

No system is completely secure. You are responsible for protecting account credentials, controlling authorized users, using secure devices and networks, and promptly reporting suspected unauthorized access, misdelivery, or an incorrect upload to service@legalmailman.com.

11. Your Choices and Privacy Rights

Depending on your location and applicable law, you may have the right to request access to, correction of, deletion of, or a portable copy of certain personal information and to appeal a denied request. You may also have rights concerning sale, targeted advertising, profiling, or sensitive information. Legal Mailman does not discriminate against a person for exercising an applicable privacy right.

Submit a request to service@legalmailman.com or through the website contact method. Describe the request and the relationship to Legal Mailman. We may take reasonable steps to verify identity and authority before responding. Rights may be limited by legal obligations, evidentiary requirements, security, privilege, another person's rights, or Legal Mailman's role as a service provider for a client.

Account users may update certain profile information and notification settings through the portal. You may disable push notifications through your device. You may opt out of marketing email through the message, but service-related notices may continue.

12. Information About Service Recipients and Other Case Individuals

Clients may submit personal information about defendants, witnesses, recipients, relatives, employees, agents, signers, and other individuals who do not have Legal Mailman accounts. The submitting client is responsible for having a lawful basis and authority for the request and for limiting the information to what is reasonably necessary.

If you are the subject of case information and contact Legal Mailman, we may need to refer the request to the client that supplied or controls the information. We may retain or disclose information where necessary to complete lawful service, preserve the integrity of an affidavit or notarial record, comply with law or court process, or establish or defend legal claims.

13. Children

The website and portal are intended for business and legal-service users age 18 or older and are not directed to children. Case documents may contain information about minors when lawfully submitted for a legal matter. Legal Mailman processes such information only as reasonably necessary for the requested service and applicable obligations.

14. Third-Party Sites and Services

The portal may link to courts, agencies, payment providers, maps, databases, RON platforms, video services, or other third-party resources. Their privacy practices are governed by their own notices. Legal Mailman is not responsible for a third party's independent privacy practices.

15. Changes to This Policy

Legal Mailman may update this Policy to reflect changes in law, technology, vendors, or business practices. The revised Policy will state its effective date. Material changes may be communicated through the website, portal, or email. Where applicable law requires consent, Legal Mailman will request it separately rather than relying only on general acceptance of this Policy.

16. Contact Us

Legal Mailman LLC

service@legalmailman.com

Please use the subject line Privacy Request for a privacy-rights inquiry. Questions about a specific case should be sent through the secure portal message board when possible.