

U.S. Online Privacy Policy for Brown & Associates, PLLC

Region-Specific Disclosures

We may provide different or additional information about our privacy practices to residents of certain countries, regions, or states. Please refer to the below region-specific privacy information if it applies to you:

- If you are a resident of the state of California, please read our “California Notice at Collection and Privacy Notice” in addition to this Privacy Policy.
- If you are located in the states of Colorado, Connecticut, Oregon, Texas, Utah, or Virginia, please read our “US State Privacy Supplement” in addition to this Privacy Policy.
- If you are located in the European Economic Area (“EEA”) or the United Kingdom, please note that we do not offer legal services in these areas. Our legal services are limited to the United States.
- For all regions, please note that by opting in to receive SMS messages, you agree to our use of your information as described in the "SMS Communications" section of this privacy policy. You may opt-out at any time by texting STOP.

Information We Collect

We collect information about you in various ways. For example, you may provide information directly to us, we may receive your information from someone else, or we may collect certain information about you automatically through your use of our Websites. Some of the information you provide to us or that we collect is “personal information.” The personal information that you provide and that we collect or receive from you depends on the context of your interaction with us and our Websites, the choices you make when you use our Websites, and the products and features that you use.

We use SMS to provide clients with important information regarding their legal matters. This includes:

- Notifications of upcoming court dates and appointments.
- Updates on case progress and any critical developments.
- Secure delivery of confirmation codes for accessing client accounts and portals.

We obtain consent to send SMS messages through an intake form where clients indicate their preferred method of communication and agree to receive SMS notifications. Clients can opt-in by visiting <https://forms.gle/g93cbwxsnFcJUBUY7> or by texting START. To opt-out, clients can text STOP at any time.

Information You Provide To Us

When you interact with us through our Websites, you may provide information directly to us. For example, you may provide information to us when you:

- Register for an event, webinar, or office visit. You may provide us with your name, business contact details, employment-related information, travel details, dietary preferences, and other information.
- Subscribe to our mailing lists, client alerts, or newsletters. You may provide us with your name and business contact details and other employment-related information.
- Register for and use our subscription services. You may provide us with your account credentials, such as a user ID and password.
- Participate in a survey. You may provide us with your name, employment-related information, and your feedback regarding webinars, seminars, and other events that we host or sponsor.
- Participate in our alumni network. You may provide us with your name, contact details, and other employment-related information.
- Fill out questionnaires and assessments on our Website. You may provide us with your name and business contact details and other employment-related information, as well as information about your company, in relation to such questionnaires and assessments.
- Submit an enquiry or communicate with us via our Website.

Information We Obtain from Other Sources

Your employer or other person or entity with which you are affiliated may provide us with certain information about you. For example, your company may provide us with your name and business contact details in connection with events and webinars that we host. In addition, your company may provide us with such information when authorizing you to use our subscription-based services.

We may also collect information about you via social media, as described in Social Media and Other Platforms below.

Information We Collect Automatically

When you use our Websites, we may automatically collect certain information about you. Automatically collected information may, for example, include the following:

- Your IP address or mobile device identifier.
- The type of browser and operating system you are using.
- The domain name of your Internet service provider.
- Information regarding your downloads on and use of our Websites and subscription services.
- Information collected via cookies and other tracking technologies. This includes information about the content you view and the features you access on our Website. For more information, please see our “Cookie Policy.”

- Information regarding when you access and how you use our Websites. This includes information regarding the duration of your engagement with certain aspects of the Websites.
- This information may be combined and linked with information from other sources.

How We Use Information

We may use the information collected pursuant to this Privacy Policy in the following ways:

- To present our Websites and its contents to you and to operate our Websites.
- To deliver the information or services you have requested from us.
- To reach out to you about new information or services to you that we believe you may be interested in, including to market to you.
- To communicate with you, including to notify you about changes to our Websites.
- To send SMS notifications about upcoming court dates, appointments, case progress, and secure confirmation codes for accessing client accounts and portals.
- To help us improve our Websites and deliver a better and more personalized experience. This includes by enabling us to estimate and analyze our audience size and usage patterns, store information about your preferences, speed up your searches and recognize you when you visit our Websites.
- To carry out our obligations and enforce our rights arising from any contracts entered into with you. This includes for billing and collection, and as we believe is necessary or appropriate to protect, enforce, or defend the legal rights, privacy, safety, or property of the Websites, its employees or agents, or other users or to comply with applicable law.
- For legal and compliance purposes.
- To help us develop new products and services.
- For our legitimate interests and in any other way we may describe when you provide the information, or otherwise at your direction or with your consent.
- As permitted by law or as we may notify you.

How We Share Information

We may share the information that we collect pursuant to this Privacy Policy, as follows:

- With our affiliates.
- With our service providers, business partners, and vendors. These third parties may include companies that host our Websites, provide web analytics, data processing, advertising, email distribution, payment processing, and other services. These third parties may use your information as is necessary or appropriate for the performance of the services they provide to us, or as otherwise contractually permitted.
- When you request any of our products or services. We will share your information to the extent necessary to fulfill your request.
- With our service providers who assist us in sending SMS notifications. These providers use your information solely for the purpose of sending these communications.

- When required to do so by law. For example, in response to a court order or a subpoena. We also may disclose such information in response to a law enforcement agency's request.
- In addition, please note that if Brown & Associates, PLLC or any of its affiliates or lines of business is merged, acquired, divested, financed, sold, disposed of, or dissolved, including through merger, consolidation, sale, or divestiture of assets, the relevant customer database, including personal information we may possess about you and information collected pursuant to this Privacy Policy, may, in whole or in part, be sold, disposed of, transferred, divested, or otherwise disclosed as part of that transaction or proceeding.

Online Tracking and Cookies

We and service providers or partners we engage may use cookies, tracking pixels, and other similar technologies to understand usage of the website, and improve our content and offerings. For more information about how we use cookies on our website and for instructions on how to manage your cookie preferences, please see our "Cookie Policy."

Social Media and Other Platforms

You may be able to access social media networks like Facebook or LinkedIn ("Social Media Platforms") directly or indirectly through our Websites. You may also have the option of posting your activities on Social Media Platforms, tagging us, or posting content to pages we maintain on Social Media Platforms. As a result, we may collect information from or about you via Social Media Platforms. If you choose to make any of your activities or other content available through a Social Media Platform, including on our pages, or you engage in other activities in connection with a Social Media Platform, your friends and followers on those Social Media Platforms that you have enabled, and potentially the general public, will be able to view those contributions and activities. Please remember that the manner in which Social Media Platforms use, store, and disclose your information is governed by the policies of such third parties. Brown & Associates, PLLC is not responsible for the privacy practices or other actions of any Social Media Platforms that may be enabled via our Websites.

SMS Communications

We use SMS to provide clients with important information regarding their legal matters. This includes:

- Notifications of upcoming court dates and appointments.
- Updates on case progress and any critical developments.
- Secure delivery of confirmation codes for accessing client accounts and portals.

We obtain consent to send SMS messages through an intake form where clients indicate their preferred method of communication and agree to receive SMS notifications. The webform can be accessed here: <https://forms.gle/g93cbwxsnFcJUBUY7>

Subsequently, clients can opt-in by texting START and opt-out by texting STOP.

Examples of SMS Messages

1. Welcome Message: "Welcome to Brown & Associates, PLLC. Our attorneys are ready to assist with your legal needs. For questions or to schedule an appointment, call (704) 542-2525. To opt out of receiving these messages, reply STOP."
2. Appointment Reminder: "Reminder: Your appointment with Brown & Associates, PLLC is on [Date] at [Time]. To reschedule, contact us at (704) 542-2525. To opt out of receiving these messages, reply STOP."
3. Case Update: "Update: Please review the recent developments in your case. Contact us at (704) 542-2525 with any questions. To opt out of receiving these messages, reply STOP."

Subscriber Opt-in and Opt-out Messaging

- Opt-in Keywords: START
- Opt-in Message: "Thank you for opting into SMS messages from Brown & Associates, PLLC. To opt out at any time reply STOP."
- Opt-out Keywords: STOP
- Opt-out Message: "You have opted out of SMS messages from Brown & Associates, PLLC. To opt back in, reply START."
- Help Keywords: HELP
- Help Message: "For assistance, contact Brown & Associates, PLLC at (704) 542-2525 or email don@brownattorneys.com."

Do your messages include age-restricted content? No

Do you send text messages about direct lending or loan agreements? No

Prohibited Message Types/Categories We comply with RingCentral SMS/MMS Policies and will not attempt to send prohibited content. For detailed information, refer to our SMS/MMS Policies.

Links to Third Party Websites

Our Websites may contain links to third-party sites and services whose privacy practices may be different than ours. We also allow you to connect with other third-party sites and services. We are not responsible for the privacy practices of third-party sites and services and you should consult the other third-party sites' and services' privacy notices in order to better understand their privacy practices.

Security

We have put in place reasonable administrative, technical, and physical safeguards to help prevent unauthorized access, maintain data security, and correctly use the information we collect from and about you. However, no system can be completely secure and we do not

guarantee that unauthorized disclosures and access will not happen. Although we take reasonable measures to safeguard against unauthorized disclosures of information, we cannot assure you that your personal information or other information will never be disclosed in a manner that is inconsistent with this Privacy Policy.

We take reasonable measures to ensure the security of personal information obtained through our SMS consent forms. This includes storing data securely and limiting access to authorized personnel only.

Children's Privacy

Our Website is not intended for users under the age of 16, and Brown & Associates, PLLC does not knowingly collect information from anyone under the age of 16. No one under the age of 16 is permitted to use this Website or provide Brown & Associates, PLLC with personal information.

Non-U.S. Visitors

Any information we obtain about you in connection with your use of our Website may be processed and stored in the United States or other countries.

Accessing and Correcting Your Personal Information

We take reasonable steps to accurately record the personal information that you provide to us pursuant to this Privacy Policy and any subsequent updates to such information. We encourage you to review, update, and correct the personal information that you provide to us pursuant to this Privacy Policy. Please contact us at brownandassociatespllc@gmail.com in order to do so.

Changes to this Privacy Policy

This Privacy Policy may be changed by Brown & Associates, PLLC at any time and such changes will apply to information we collected from you pursuant to a previous privacy policy. The revised Privacy Policy will be posted on the appropriate portion(s) of our Websites and will indicate at the bottom when it was most recently updated. We encourage you to periodically check back to review this policy so that you know what information we collect, how we use it, and with whom we share it.

Any updates to our privacy policy, including changes related to SMS communications, will be posted on this page with a revised "last updated" date.

How to Contact Us

If you have any questions or concerns about this Privacy Policy or its implementation, please contact us at brownandassociatespllc@gmail.com.

This Privacy Policy was last updated on August 3, 2024.