

# Privacy Policy

**Effective Date: 7/1/2018**

**Orion Law Management, Inc.**  
1827 Powers Ferry Rd., SE, Bldg. 17  
Atlanta, Georgia 30339  
800.305.5867

This Privacy Policy covers the information we collect when you use Orion Law Management, Inc. (“Orion”) products or services, or otherwise interact with us.

## **What information we collect:**

Orion software, in our continual efforts to improve our products, is designed to automatically send us information on your usage patterns as well as on any Internal Program Errors. This information may include minimal personal data such as the name of the firm, user, and computer. However, Orion makes no explicit effort to automatically collect, nor has any need for, sensitive personal information such as social security or credit card numbers, or doctor’s and other personal appointments.

Internal Program Error Information, to assist Orion Support Services in understanding and resolving the problem, may also include miscellaneous technical information, such as the computer status, IP Address, and the program call stack. At your election, our programs may also collect and transmit a screen shot to further assist Orion Support Services. Users are responsible for any third party Personal Data that is inadvertently obtained, published or shared by the Orion software outside of the reasonable control of Orion, and confirm that they have the third party’s consent to provide the data to Orion.

Details on each type of Personal Data collected are provided in the dedicated sections of this privacy policy or by specific explanation texts displayed prior to the Data collection in the individual applications.

## **How we use information we collect**

Any personal data and other information collected by Orion is only used to improve the Orion software and user experience, and to facilitate the resolution of reported program errors. None of the information is shared with any third parties outside of Orion. The personal data is kept for the time necessary to provide the service requested by the client / law firm and the client / law firm can always request that Orion suspend or remove the data. Suspension or removing of the data may impinge or make impossible Orion’s ability to provide its Maintenance and Support Services to the client / law firm.

Orion will process user data in a commercially reasonable manner and shall take appropriate security measures to prevent unauthorized access to or disclosure of the data. In addition to Orion, the data may be peripherally accessible to certain types of third-party persons, such as web site administrators, mail carriers, and cloud hosting providers, appointed, if necessary, as data sub-processors by Orion. The updated list of these parties may be requested from Orion at any time.

## **Notification of data loss**

In the unlikely event of a data breach where there is a significant chance of loss of personal data to unaffiliated third parties outside of Orion, Orion is committed to notifying the affected law firm(s) as soon as commercially practical.

## **E.U. Citizens**

Under the European Union General Data Protection Regulation (“GDPR”), which went into effect on May 25, 2018, citizens of the European Union and the European Economic Area have certain rights concerning their personal data.

E.U. citizens exercising their rights under the GDPR should contact the law firm (as the GDPR “data controller”) using Orion Software which may have retained the citizen’s personal data in the Orion database(s) the law firm controls. Orion is committed to supporting the law firm as necessary and reasonable under our support and maintenance programs to comply with the GDPR.

## **Notice to End Users**

Orion products are intended for use by law firms and are administered to you by your firm. Your use of Orion products may be subject to your firm’s policies. Orion Support Services requires that the firm designate one or more Firm Representatives who are trained in Orion software, and are the point of contact to receive notices from Orion and to make requests for specific support services from Orion.

You have the right, at any time, to know whether your Personal Data has been stored and can consult with your Firm Representative to contact Orion Support Services to learn about the contents, origin, and accuracy of your Personal Data, and to ask Orion for the Data to be supplemented, cancelled, updated or corrected, or for their transformation into anonymous format or to block any data held in violation of the law, as well as to oppose their treatment for any and all legitimate reasons.

See Orion’s latest Privacy Policy at <http://orionlaw.com/aid/resources/PrivacyPolicy.pdf>.

## **Notices**

Personal Data may be used for legal purposes by Orion if legally compelled to disclose any portion of the Personal Data in connection with a lawsuit or similar proceeding or to any governmental agency, to the extent legally permitted to do so. If Orion is compelled to do so, Orion will give prompt notice to the firm whose Personal Data has been disclosed, the legal basis for the required disclosure and the nature of the Personal Data that must be disclosed.

Orion reserves the right to make changes to this Privacy Policy at any time. It is strongly recommended to check [<https://orionlaw.com/contact/>, Privacy Policy] often, referring to the date of the last modification listed above. If a User objects to any of the changes to the Policy, the User must cease using Orion Applications and can request that the Orion remove the Personal data.

**Product-specific details:**

**Orion Web Site:** Orion's website, <https://orionlaw.com>, collects information that you provide, such as your name, phone, and email, when requesting information from Orion. This web site may also use 'cookies' and other technologies to facilitate your experience in using the web site.

**Orion Desktop and Admin:** The Orion Desktop and Administration programs may collect, as stated above, your Usage Patterns and Internal Program Errors. When an internal program error is detected, the Orion Error Reporting dialog box is displayed, informing you that an error has occurred, and giving you the opportunity to opt-out of sending an Error Report and Including an Application Screen Shot. The dialog box also gives you the opportunity to textually provide additional information to help Orion Support Services to fix this issue. If Application Screen Shot capture is elected, the application will try to send only the Orion portion of your screen. The error report provides Orion with minimal personal information such as your Orion timekeeper ID, computer name, computer status information, usage patterns, exception log, and program call stack.

**Exchange Sync:** Orion Exchange Sync is designed to synchronizing your Outlook Contacts, Events, and Tasks. This program is run as a Service on your server. Upon an Internal Program Error, user and computer information, along with the Outlook log file, can be sent via email to an email address set up in the Exchange Sync configuration. This email address can be your Firm Representative, or it can Orion Support Services. Note that inadvertently configuring an incorrect email address could result in personal data being sent to third party outside of the firm or Orion, so caution in the configuration is advised.

Be aware that, if personal information is put into Exchange, such as appointments for doctor appointments, etc, that such personal information, if not marked private, may be included in the log file attached to the error email.

**iOrion:** iOrion, to assist Orion in continually improving the application and user experience, automatically collects Usage Patterns. These Usage Patterns do not contain any personally identifiable information. iOrion also collects information, in the event of an Internal Program Error, similar to that listed above for Orion Desktop and Admin. This error reporting information may also include a screen shot of the app to assist Orion Support to understand and resolve the issue.