

CIVIC PROCESS SERVICES LLC

Privacy Policy

How we collect, use, store, and protect the information you entrust to our care

EFFECTIVE DATE

May 2026

Civic Process Services LLC

7420 Woodrow Wilson St · Detroit, MI 48206

(313) 583-7427 · dispatch@civicprocessservices.com

Privacy Policy

Civic Process Services LLC ("Civic," "we," "our," or "us") values the confidentiality of every case file entrusted to our care. This Privacy Policy describes how we collect, use, store, and protect information when you engage our services or use civicprocessservices.com.

This policy is written in plain language for the legal professionals who work with us — paralegals, legal assistants, operations managers, and attorneys handling civil matters in Wayne, Oakland, and Macomb counties. We aim to be clear, not opaque.

1. Information We Collect

We collect two categories of information.

Client Information

Names, firm names, contact information (email addresses, phone numbers), billing addresses, and any details you provide when requesting a quote, submitting an assignment, or engaging Civic for ongoing work.

Engagement Information

When you assign a matter to Civic, we receive case-related information necessary to perform the engagement. This typically includes:

- Defendant or recipient names, last known addresses, and any identifying details you provide
- Court information, including case numbers, venue, and assigned judge
- Case documents — summons, complaint, subpoena, writ, or other process to be served
- Additional case context provided to support service, such as employer address, vehicle information, or schedule notes

We do not solicit information beyond what is reasonably necessary to perform the engagement.

2. How We Use Information

Information you provide is used solely for the following purposes:

- **Performing the engagement** — including service of process, court filing, document retrieval, skip tracing, and stakeout or surveillance work as requested
- **Communicating with you** about the engagement, including status updates, scheduling, and affidavit return
- **Internal record-keeping** required for our business operations and tax compliance
- **Compliance with legal obligations**, including Michigan recordkeeping requirements for proof of service

We do not use case information for marketing, analytics, or any purpose other than performing the engagement and meeting our legal and operational obligations.

3. Who Has Access

Access to client and engagement information is limited to:

- **Khalid Clark Ali**, owner and operator of Civic Process Services LLC
- **Independent field contractors** engaged on a per-assignment basis to perform field work. All field contractors operate under written confidentiality terms with Civic and are bound to the same standards described in this policy.
- **Authorized service providers** such as our hosting provider, email service, and accounting software, who process information solely on our behalf and only as necessary to operate our business

We do not share, sell, rent, or otherwise disclose case information to third parties for any other purpose.

4. Storage and Security

Case files and client information are stored using commercially reasonable security measures appropriate to a single-operator professional services firm, including:

- Encrypted email transmissions for sensitive case information
- Access-controlled storage of case files and affidavits
- Restricted physical and digital access to client records
- Routine review of access permissions for any third-party service providers

No information transmission or storage system is perfectly secure. We strive to protect your information using reasonable measures but cannot guarantee absolute security.

5. Retention

We retain case files, affidavits, and engagement records for **seven years from the completion of the engagement** to align with Michigan recordkeeping standards and to support any future challenges to the proof of service. After the retention period, records are destroyed using secure methods appropriate to the format.

Client contact information may be retained beyond the seven-year retention period to support ongoing client relationships and as needed for accounting, tax, and regulatory compliance.

6. Sharing and Disclosure

We do not sell, rent, share, or otherwise disclose your information to third parties, except in the following limited circumstances:

- **As required to perform the engagement** — for example, sharing service details with court clerks when filing affidavits, or with skip-tracing databases as part of locate work
- **As required by law** — for example, in response to a valid court order, subpoena, or legal process
- **To protect our rights** — such as in the rare circumstance of a fee dispute or insurance claim
- **With your written authorization**

Where legally permissible, we will notify you of any subpoena or legal process seeking your information before responding.

7. Your Rights

You may request the following at any time:

- A copy of the information we hold about your firm or your engagements
- Correction of inaccurate information
- Deletion of information no longer needed for an active engagement, subject to our retention obligations described above
- A list of any third-party service providers with whom your information has been shared

To make any of these requests, email dispatch@civicprocessservices.com with the subject line "Privacy Request." We aim to respond within ten business days.

8. Children's Privacy

Civic's services are directed exclusively to legal professionals and business clients. We do not knowingly collect information from individuals under the age of 18. If you believe a minor has provided information to us, please contact us so we can promptly remove it.

9. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. The current version is always available at civicprocessservices.com/privacy. Material changes will be communicated to ongoing clients by email.

10. Contact

Privacy questions, concerns, or requests can be directed to:

Civic Process Services LLC

7420 Woodrow Wilson St · Detroit, MI 48206

Email: dispatch@civicprocessservices.com

Phone: (313) 583-7427

Web: civicprocessservices.com

ENTITY INFORMATION

Civic Process Services LLC · EIN 38-4386579 · Michigan Limited Liability Company, formed February 11, 2026 · Bonded (\$10,000 Surety) · Insured (Liability and Errors & Omissions) · Federally Vetted Vendor (CAGE Code 1GJJ8, UEI K8H7PQ8M5HH5) · Michigan State Registered Vendor · Minority-Owned Small Business

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