

This document was last updated April 22, 2009

Scope:

Reliable has developed the following privacy policy to protect individually identifiable information. This policy covers Reliable and applies to all individually identifiable information that Reliable obtains when a client uses a Reliable service, including both data processing and online review services.

Reliable protects individually identifiable information as follows:

Disclosure:

Reliable will not sell, trade, or disclose to third parties any individually (either client or Reliable employee) identifiable information, derived from the use of any Reliable service, (except as required by subpoena, search warrant or other legal process or in the case of imminent physical harm to the customer or others). When Reliable uses other agents, contractors or companies to perform services on its behalf, Reliable will ensure that the company protects the individually identifiable information consistent with this policy

Security:

Reliable has implemented technology and security features and strict policy guidelines to safeguard the privacy of identifiable information from unauthorized access or improper use, and we will continue to enhance our security procedures as new technology becomes available.

E-Mail Contents:

Reliable will not read or disclose to third parties private e-mail communications that are transmitted using Reliable services except as required to operate the service or as otherwise authorized by law.

Improper Conduct:

Reliable may use individually identifiable information to investigate and help prevent potentially unlawful activity or activity that threatens the network or otherwise violates the customer agreement for that service.

Account Information:

Reliable honors requests from clients for changes in account information, such as name and password and will correct any such information that is inaccurate.

Safe Harbor:

The United State Department of Commerce and the European Commission have agreed on a set of data protection principles and frequently asked questions (FAQ) to enable U.S. companies to satisfy European Union (EU) law requirements for adequate protection of personal information transferred from the EEA to the United States. Reliable adheres to the Safe Harbor Principles outlined below.

Privacy Principles:

The privacy principles in this policy are based on the Safe Harbor Principles.

Notice and Choice:

Reliable does not collect personal information directly from individuals in the EU. Personal information may exist in electronic discovery information that is provided to Reliable from an EEA organization for processing. To the extent permitted in the Safe Harbor Agreement, we reserve the right to process personal information in the course of providing electronic discovery services to our clients without the knowledge of individuals involved.

Onward Transfers and Disclosures to Agents:

Reliable will not knowingly disclose an individual's personal information to third parties, except when one or more of the following conditions is true:

- * We have the individual's permission to make the disclosure.
- * The disclosure is required by law or professional standards.
- * The information in question is publicly available.
- * The disclosure is reasonably necessary for the establishment or defense of legal claims.

Data Security:

Reliable takes data security seriously and has put in place appropriate physical, electronic, and procedures to safeguard and secure the information we process.

Data Integrity:

Reliable will use personal information only in ways that are compatible with the purposes for which it was collected, which is in the confines of electronic discovery usage.

Access:

Upon request, Reliable will grant individuals reasonable access to personal information that it holds about them. In addition, Reliable will take reasonable steps to permit individuals to correct, amend, or delete information that is demonstrated to be inaccurate or incomplete.

Enforcement:

Reliable utilizes the self-assessment approach to assure its compliance with our privacy statement. Reliable periodically verifies that the policy is accurate, comprehensive for the information intended to be covered, prominently displayed, completely implemented, and in conformity with the Safe Harbor Principles. All disputes related to Reliable's Safe Harbor policy will be resolved through the dispute resolution procedures of the American Arbitration Association.

Changes in Practices:

Reliable reserves the right to unilaterally change this policy at any time. Reliable will keep this policy current and post the most current version on our corporate website. If you wish to be informed of any changes that we make please contact us at the address at the end of this document.

Contact Information:

Reliable welcomes your comments regarding this privacy statement. Please contact us at:

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