

# Security and Privacy - by design

You've built your practice on the relationships and trust clients place in you. We understand that you are entrusting CaseMark with sensitive data, and we have made significant investments to ensure your data is safe, secure, and never used to train AI models. CaseMark is designed to provide the utmost confidentiality and protection of legal data, reinforcing the trust you place in us.



- Your data is never public and it is never used to “train” the AI model.
- We encrypt all user data at rest (AES-256) and during transit (TLS 1.2).
- Our platform is hosted on Amazon AWS and Microsoft Azure, backed by guarantees on intrusion detection and physical security.
- We have a strict 30-day data deletion policy.
- Our data policies align with SOC 2, HIPAA, and ISO 27001 standards. We are in our audit period for SOC 2, Type 2 compliance.

## Legal leaders trust CaseMark



## Trust. And verify.

We've built an enterprise-grade privacy and security program, but we also know that part of security is vigilance. That's why we run regular, third-party audits of our program. Our Trust Center [<https://trust.casemark.com/>] demonstrates our real-time compliance with security controls. You can also request access to our SIG Lite 2024 and CAIQ questionnaires, pen test summary, and security credentials at any time.

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PHONE

(888) 884-4868

WEBSITE

<https://casemark.com>



## Frequently asked questions

### How does CaseMark use and secure my data?

Any data provided to CaseMark, including data you choose to upload for summarization, is encrypted at rest and in transit. CaseMark will never use customer data to train our models or to sell to third party vendors. We stand by our security and privacy promise to our customers.

### Who owns the data and the response content generated from the files I upload?

You fully own your data and the response data generated from your files. Any files uploaded by you and/or chat sessions related to uploaded content are automatically deleted 30 days after it is first uploaded. You can also manually delete content at any time.

### Do I need to worry about hallucinations with CaseMark?

There is always a small risk of hallucination with generative AI, however, we architected our product to only answer based on the materials provided, thus limiting those chances. If you provide transcript(s), we ask the AI to summarize ONLY those transcripts.

### Our highest priority is the safety of your data

Please contact us if you would like copies of our security credentials or wish to discuss data privacy, security and compliance in more detail.



The privacy-first, AI-assisted workflow and summarization platform for the legal industry.

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