

# Privacy Policy for United States Arbitration & Mediation

Effective Date: January 1, 2025

This Privacy Policy explains how United States Arbitration & Mediation ("USAM," "we," "us," or "our"), a subsidiary of Miles Mediation & Arbitration, collects, uses, discloses, and protects your information when you access or use our Client Website ("Website") or related services. By using the Website, you consent to the practices described in this Privacy Policy.

## 1. **Information We Collect**

We may collect the following types of information:

1.1 **Personal Information**: When you create an account or use the Website, we may collect personal information such as your name, email address, phone number, and any other information you provide.

1.2 **Payment Information**: If you make payments through the Website, we may collect information necessary to process your payment, including credit card numbers and billing addresses. Payment information is processed through third-party payment processors and is subject to their privacy policies.

1.3 **Usage Data**: We may automatically collect information about your interactions with the Website, including your IP address, browser type, operating system, pages visited, and the time and

date of your visit.

## 2. **How We Use Your Information**

We may use your information for the following purposes:

2.1 **To Provide Services**: To operate and maintain the Website, schedule mediations or arbitrations, process payments, and provide access to confidential documents.

2.2 **To Communicate**: To send updates, notifications, and other information related to your account and the Website.

2.3 **To Improve Our Services**: To analyze usage data to improve the functionality and user experience of the Website.

2.4 **To Comply with Legal Obligations**: To comply with applicable laws, regulations, or legal requests.

2.5 **Promotional Communications**: To provide you with promotional messages, notices, and other information about USAM services or Miles Mediation & Arbitration initiatives.

## 3. **Disclosure of Your Information**

We do not sell or rent your personal information to third parties. However, we may share your information in the following situations:

3.1 **\*\*With Service Providers\*\***: We may share your information with third-party service providers who assist in operating the Website, processing payments, or providing services to you.

3.2 **\*\*For Legal Reasons\*\***: We may disclose your information if required by law or in response to valid requests by public authorities.

3.3 **\*\*In Business Transfers\*\***: If USAM or Miles Mediation & Arbitration is involved in a merger, acquisition, or asset sale, your information may be transferred as part of that transaction.

#### 4. **\*\*Data Security\*\***

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

#### 5. **\*\*Your Rights\*\***

You have the right to:

5.1 **\*\*Access Your Information\*\***: Request access to the personal information we hold about you.

5.2 **\*\*Update Your Information\*\***: Update or correct your personal information through your account settings.

5.3 **Delete Your Information**: Request the deletion of your personal information, subject to our legal obligations.

## 6. **Third-Party Links**

The Website may contain links to third-party websites. We are not responsible for the privacy practices of those websites. We encourage you to review the privacy policies of any third-party sites you visit.

## 7. **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on the Website. Your continued use of the Website after any changes constitutes your acceptance of the updated Privacy Policy.

## 8. **Contact Us**

If you have any questions about this Privacy Policy or our data practices, please contact us at:

United States Arbitration & Mediation

500 N. Broadway, Suite 1800

Saint Louis, MO 63102

Email: [support@milesadr.com](mailto:support@milesadr.com)

Phone: 800-844-4237