

# Security & Privacy Overview

Compex Legal Services delivers end-to-end litigation support for record retrieval and processing, from secure third-party intake and status tracking to quality control and electronic delivery. Our streamlined workflows reduce handoffs, improve consistency, and move records from request to delivery faster, all while safeguarding sensitive information at every step.

Compex maintains a formal, risk-based information security and privacy program to protect sensitive legal and medical data. Our defense-in-depth approach spans identity, data protection, monitoring, and governance, and is independently validated each year through a SOC 2 Type II audit.

## Personnel Controls



Compex applies strict personnel screening and workforce safeguards to protect sensitive information. Employees complete pre-employment screening, including background checks and drug testing where applicable, and access to sensitive data is limited to those with a defined business need. All team members receive ongoing security awareness training, and those handling medical information complete HIPAA-focused privacy training with regular refreshers.

## Physical Controls



Compex implements physical and environmental safeguards to protect facilities, work areas, and records. Access is restricted to authorized personnel with controlled entry and visitor management. Records are handled via chain-of-custody procedures, stored securely when not in use, and disposed of safely. Ongoing monitoring and operational processes help prevent unauthorized access, loss, or tampering.

## Identity and Access Controls



System and data access follow least privilege and need-to-know principles, using unique user accounts, multi-factor authentication, and conditional access. Privileged administrative access is tightly controlled, time-limited, when possible, monitored, and safeguarded to reduce standing privileges and protect credentials.

## Data Protection Controls



Sensitive information is secured with encryption in transit and at rest, strict handling procedures, and controls to prevent unauthorized access. Data retention and secure disposal practices, along with safeguards against accidental sharing or exfiltration, help protect your information.

## Monitoring, Detection, and Incident Response



Security and operational events are logged, monitored, and analyzed for anomalies to enable rapid detection and response. Compex maintains a tested incident response program with defined procedures for escalation, investigation, containment, and recovery, continually refined through regular review.

## Availability, Backup, and Resiliency



Compex is built for high availability and resilience, with redundant, scalable services across separate data centers and fault-tolerant networks monitored continuously. Critical systems are backed up and tested regularly, and disaster recovery plans are exercised and refined to ensure continuity during outages, cyber events, or regional disruptions.

For more information, a demo, or a quote, visit us online or contact us today.

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