

# JAMS ACCESS SECURITY FAQ

## Is JAMS Access secure?

**Yes, JAMS Access is a secure online case management platform provided to JAMS clients at no charge.**

Our user-friendly interface streamlines the filing and service of documents and facilitates communication among JAMS neutrals, attorneys, parties and case managers. A cloud-based solution, JAMS Access is supported by the latest versions of Edge, Firefox, Chrome and Safari, and optimized for tablets and smartphones.

Documents uploaded to JAMS Access are available only to JAMS neutrals and associates, firms of record and party representatives. JAMS Access is built on a secure platform with multiple security layers, including strong encryption.

## What are JAMS' privacy initiatives?

**Protecting individual privacy rights is top of mind for JAMS. Privacy and security are embedded in the Company's operations and culture.**

### CCPA and GDPR compliance

As part of the Company's overall commitment to strong data protection practices, and before the EU's General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA) went into effect, JAMS embarked on a full-scale privacy program assessment to review operations and confirm the Company's conformity with the regulations.

JAMS has developed a robust information governance program, with comprehensive data privacy and information security policies and regular training programs to help maintain compliance with regulatory mandates.

In addition to meeting both regulations' requirements for transparency and consent in the JAMS Privacy Notice, for data processing restrictions in all vendor contracts, for minimizing the amount of personal information collected and processed, and for securing personal information, JAMS created a data map of in-scope personal data to assist the Company in providing individuals the following rights:

### CALIFORNIA RESIDENTS:

- The right to know what personal information is collected, used, shared or sold, both as to the categories and specific pieces of personal information
- The right to delete personal information held by businesses and their vendors
- The right to non-discrimination when an individual exercises privacy rights under the CCPA

JAMS also reviewed all business practices to confirm the Company does not sell personal information.

### EU/U.K. RESIDENTS:

- The right of access
- The right to rectification (correction of inaccurate information)
- The right to be forgotten (erasure)
- The right to data portability
- The right to restrict or object to processing

JAMS also reviewed all business practices to confirm the Company does not make decisions based solely on automated processing.

Further demonstrating JAMS' adherence to the highest standards of data protection, in addition to the Company's vendor risk management program, privacy and security risk assessments are conducted at regular intervals on systems that process personal information. JAMS associates and neutrals also participate in annual privacy and security trainings on key regulations, the Company's initiatives, individual obligations and best practices.

## Is JAMS Access HIPAA-compliant?

**Yes, JAMS Access complies with the requirements prescribed by HIPAA.**

The Health Insurance Portability and Accountability Act (HIPAA) addresses the use and disclosure of individuals' health information—called "protected health information"—by organizations subject to the Privacy and Security rules—called "covered entities"<sup>1</sup>. HIPAA also provides standards for individuals' privacy rights so that they can understand and control how their health information is used.<sup>2</sup>

JAMS has internal and external policies covering notice, consent and individual rights requirements; security controls; limitations on use and disclosure; and broad-based vendor management obligations. We obligate our vendors, including contractually, to ensure the proper privacy, security and confidential use of data. Additionally, JAMS conforms with the HIPAA Security Rule to ensure the Company meets the requirements for confidentiality, integrity, availability and risk management. Moreover, JAMS conforms to the HIPAA Privacy Rule's requirements through the Company's ongoing privacy program initiatives.

1. JAMS is not a covered entity as defined by HIPAA.

2. See <https://www.hhs.gov/hipaa/for-professionals/privacy/laws-regulations/index.html>.

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