

LAW FIRM PROTOCOLS FOR HANDLING CLIENT DATA

1. Protocol for Requesting Client Data

- a. Pursuant to E-Discovery letter that accompanies every litigation Retainer
- b. Identifying Potentially Relevant Sources of ESI
- c. Preserving ESI
- d. Targeted collection and culling
- e. Imaging / Copying / Collecting ESI

2. Protocol for Shipping Client Data (by Client)

- a. Identification
- b. Methods of packing
- c. Approved shippers
- d. Chain of custody initiation
- e. Security
- f. Address and contact person
- g. Shipment tracking and follow-up

3. Protocol for Receiving Client Data

- a. Authorized contact person
- b. Chain of custody, security and access
- c. Shipment tracking and follow-up
- d. Acknowledgment of receipt
- e. Checking for damage
- f. Inventory
- g. Notification of legal team
- h. Instructions re:
 - i. Storage
 - ii. Analysis

4. Protocol for Analysis of Client Data

- a. Chain of custody
- b. Security and access
- c. Write blockers
- d. Use of approved tools
- e. Approved procedures
- f. Reporting
- g. Outsourcing, e.g.
 - i. Tapes
 - ii. Legacy formats
 - iii. High volume
 - iv. High risk
- h. Offensive content
- i. Segregation
- j. Backup

5. Protocol for Conversion of Client Data (Internal)

- a. Preservation of metadata
- b. Chain of custody
- c. Security and access
- d. Offensive content
- e. Quarantine
- f. Segregation
- g. Backup
- h. Use of approved tools
 - i. Training
 - ii. Qualifications
 - iii. Approved procedures
- i. Documentation
- j. Anomalies and exceptions
- k. Reporting
- l. Storage of original data

6. Protocol for Conversion of Client Data (Outsourced)

- a. See shipping protocol
- b. Verify vendor protocols
 - i. Chain of custody
 - ii. Security and access
 - iii. Storage
 - iv. Segregation
 - v. Backup
 - vi. Return, archive, delete
 - vii. Offensive content
 - viii. Quarantine
 - ix. Anomalies and exceptions
 - x. Reporting

7. Protocol for Storage, Archive, Deletion or Return of Client Data

- a. Chain of custody
- b. File closing procedures
- c. LSUC Guidelines
- d. Security and access
- e. Wiping
- f. Confirmation in writing
- g. Certificate of destruction
 - i. Outside services
- h. Fees