



Cyber Data Mining Phases

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Introduction

On behalf of the entire team at Trustpoint.One, I would like to thank you for considering us as a cyber review vendor to support your data mining needs. More than ever, organizations are faced with increasing costs of incident response, and having a preferred program in place allows organizations to leverage their buying power and reduce spend across the board.

As one of the country's fastest growing cyber and litigation management service providers, Trustpoint.One is committed to providing you and your panel counsel unparalleled service, efficiency, technology, pricing and professionalism.

We look forward to the prospect of working with you and are excited at the opportunity to extend our first class service to you. Please do not hesitate to contact us directly with any questions or if you need any additional information in preparing for next steps. Thank you for your time and consideration.

Regards,

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Cyber Services - Data Mining Phases:

Objective: To engage Trustpoint Cyber Services (TCS) to assist Clients in meeting legal and regulatory requirements associated with privacy notification obligations and minimize associated costs. Activities include identifying and extracting sensitive or necessary information associated with impacted individuals or data subjects who's Personally Identifiable Information (PII), Protected Health Information (PHI), or sensitive information that may have been accessed, exposed, or exfiltrated as the result of a data security incident.

TCS has developed a flexible solution with our team of cyber and privacy experts applying defensible practices in a time and cost efficient workflow. We work with Counsel to deliver a Notification Report using our secure review platform, bringing our technology, privacy experts, and contract review team that facilitates notification analysis, including mail-merge ready contact and potential exposure information for notification by mailing vendors.

Achieved by:

- Free unprocessed data ingestion, initial programmatic search, and data mining cost estimate
- Per document pricing
- Analytical review prioritization
- No Cost Assessment Culling and Term (ACT) data and cost estimate report
- Turnkey solution with quality-control process throughout the review and daily updates

Differentiators:

- Predictable review costs with Do Not Exceed pricing - Stay within the budget
- TCS developed extraction tools to hasten review
- Hybrid offshore review options managed by experienced onshore cyber review projects managers
- Uniform and flexible workflow that can be customized for changing data protection regulations
- Consultative privacy experts



Data Mining Phased Workflow:

Phase 1 Programmatic Search and Cost Estimate

- Includes: Secure file transfer, native file extraction, text extraction, metadata extraction, de-duplication, NIST file suppression, application of standard PII/PHI terms and regular expression pattern matches.
- Deliverable: Assessment Culling and Term (ACT) data and cost estimate report with document count and review cost estimate based on number of documents that survive initial culling efforts.
- Rate: No charge for ingestion, processing, initial programmatic search, and cost estimate; Relativity hosting charges included (no cost) for first two (2) calendar months starting the month of receipt.

Phase 2 Advanced Data Optimization (Optional)

- Includes: Application of additional rounds of targeted term searching and analysis of results in collaboration with Counsel to reduce review doc count and defensibly quantify that no additional review is needed.
- Deliverable: Revised ACT Report with updated document count; revised cost estimate.
- Rate: Hourly consulting fee.

Phase 3 Document Review and Tabular File Data Extraction

- Includes: Review of documents for PII exposure, elimination of false positives, categorization of exposures, and manual and automated data extraction for purposes of notification; includes concurrent quality control review and quality assurance checks, and quality control checks for Breach Counsel's review.
- Deliverable: Daily progress updates throughout active review detailing each stage of review, estimated completion, exceptions, and decision log.
- Rate: Flat fee per document.



Data Mining Phased Workflow (Cont'd):

Phase 4 Exception Handling (If Applicable)

- Includes: Special handling to extract entity information from documents identified that contain TEN (10) or more named individuals with exposed PII.
- Deliverable: Saved search containing all documents that will require special handling and updated cost estimate.
- Rate: Flat fee per document; rate varies with volume of possible exposures.

Phase 5 Notification Report

- Includes: Analysis, clean-up, and Normalization of entity and exposure information for condensing into a Notification Report used by Counsel to perform jurisdictional analysis.
- Deliverable: A Notification Report in CSV format stylized per Counsel or Client discretion; i.e., roll up to one row per potentially impacted individual with corresponding extracted notification and exposure information or more granular exposures per entity per document. Package with source files included and linked to Notification Report optional.
- Rate: One-time flat fee.

Phase 6 Database Purge

- Includes: Full deletion of all files from our systems. Option to have original source data without any associated work product returned via sFTP or encrypted hard drive. Option to return culled data if data mining review and extraction undertaken and completed.
- Deliverable: Certificate of destruction and/or copy of source data.
- Rate: No charge to purge; shipping and hardware costs may apply if copy of data is requested.

Phase 7 Additional Data Hosting (If Applicable)

- Includes: Housing of extracted data and work product in Relativity for additional months beyond the two calendar months included with free programmatic search and cost estimate services provided in Phase 1.
- Rate: Monthly per GB and monthly user license fees.



Data Mining Phased Workflow (Cont'd):

FREE ACT REPORT*: All projects include a **free Assessment Culling and Term (ACT) data and cost estimate** report. In order to generate this report, source data must be collected and transferred to TCS via secure file transfer or encrypted hard drive. TCS will stage this data on its secure network, extract all documents, including emails, attachments, embedded, and loose files along with any/all relevant metadata and text to allow for duplicate suppression, targeted pattern matching (regular expressions) and keyword searching. Once TCS has completed its standard data reduction, Client has the option to:

- a) Work with TCS data privacy experts to assist with advanced data optimization and potentially further reduce the universe of documents that require review or assist with alternative notification goals, such as substitute notification;
- b) Request that all data be purged from TCS systems at no additional cost;
- c) Request that original source data be returned without any work product and all data be purged from TCS systems, shipping and hardware costs may apply;
- d) Move forward with document review and creation of Notification Report.

***TWO (2) MONTHS HOSTING INCLUDED FOR FREE WITH ACT REPORT:** At no additional cost with the free ACT report are two (2) calendar months of data hosting storage from the month the data was received by TCS. Should data remain actively hosted on TCS systems on the first day of the third calendar month from the month TCS received said data, monthly recurring hosting and storage fees will begin until request is made by Client to purge data from TCS systems. For example, if data is received by TCS and processed on February 25th, hosting fees will be waived for February and March.

RATE STRUCTURE: Core services for each phase are billed under a flat fee for the entire phase of work, hourly, or per unit calculated against the number of documents presented to the review team.



Thank You