

**Important Update:**  
**New Data Management Policy at Downstream Inc.**

---

Dear Valued Client,

This letter is to inform you of an important update to our data management procedures. Effective August 1, 2025, Downstream Inc. will implement a new data retention and disposition policy.

This summary outlines the key changes: after a project concludes, you will have a 7-day period to choose between having your data securely deleted at no cost, archived to an encrypted drive for you to keep, or archived and stored by us. This letter lists the options, explains the process for returning any physical devices you've provided, and notes how this policy will also apply to historical data.

As part of our ongoing commitment to data security and to align with industry best-practices, we are implementing this new, standardized data management policy. It is designed to enhance the security of your data, reduce liability for all parties, and ensure a consistent and predictable lifecycle for all project data. Please be advised that this policy will be applied to all client data and there will be no exceptions.

**New Data Disposition Process**

Thirty (30) days following the final billing entry for any given project, you will receive an automated email notification outlining the options for the disposition of your project data. You will have seven (7) days from the receipt of this email to select one of the following options.

If no selection is made within the seven-day period, a reminder will be sent. If we do not receive a response by the end of the seventh day, the default action will be the secure and permanent deletion of all your project data from our systems.

**Option 1: Secure Data Deletion (Default Action)**

- All data related to your project, including files in the Original, Working, and Delivery folders, as well as data on our local forensic workstations, will be securely and permanently deleted from our servers and workstations.
- Following the deletion, you will receive a final email confirmation.
- There is no cost to you for this service.

*Please note: This option does not apply to physical media we created or used to store forensic images and other data collections. Please see Options 2 and 3 for the disposition of that media.*

### **Option 2: Archive to Encrypted Drive for Your Retention**

- We will archive all your project data, including original evidence, work product, deliverables, and any physical media we created or used, onto a new hardware-encrypted external hard drive.
- You will be invoiced for the cost of the hardware and the time required to create the backup archive at our standard hourly rate.
- The encrypted drive will be securely shipped to you. Upon your confirmation of receipt, we will proceed with the secure deletion of the data from our systems.

### **Option 3: Archive to Encrypted Drive for Vault Storage**

- We will archive all your project data, as described in Option 2, onto a new hardware-encrypted external hard drive.
- You will be invoiced for the cost of the hardware and the creation of the backup archive.
- Downstream Inc. will then store the encrypted drive in our secure storage vault for a recurring monthly fee of \$5.00 per drive.

### **Return of Client-Provided Devices**

Furthermore, any client/custodian provided devices sent to us will be automatically returned to the original sender thirty-seven (37) days following the final billing entry for any given project. In the event the original sender is unavailable, the devices will be shipped to your organization's central shipping address on file, unless you designate a different shipment recipient.

### **Historical Data**

Please also note that this new data management policy will extend to historical data. Over time, we will be applying these same procedures to data from completed projects that currently resides on our systems. You will be notified accordingly when your historical data is scheduled for disposition.

We understand that you may have questions about these upcoming changes. Our team is here to help. Please do not hesitate to contact our project management team at [pm@downstreem.com](mailto:pm@downstreem.com) with any inquiries.

We appreciate your understanding and cooperation as we implement this important new policy. We are confident that this will further strengthen our partnership and ensure the highest level of security for your sensitive data.

Sincerely,

The Downstreem Inc. Team