

GOLDEYE

Information for Law Enforcement Authorities

The following operational guidelines are for law enforcement officials or authorized government agencies seeking certain records from PHLOX PELICAN LLC (DBA “GOLDEYE”), including any of its affiliates (collectively, “GOLDEYE”). GOLDEYE appreciates the work of authorized government agencies and law enforcement authorities around the world to keep people and communities safe. Upon receipt, GOLDEYE is prepared to review, validate, and respond to law enforcement requests based on applicable law and policy. This information may be updated at any time.

For information regarding civil requests, please see the Civil Requests Section below.

Submission of Law Enforcement Requests

To ensure a timely response by GOLDEYE, law enforcement authorities and authorized government agencies should send all subpoenas or requests to info@phloxpelican.com with “[LER]” at the start of the subject line. Please do not send law enforcement inquiries to GOLDEYE Support or any other channel. If you do so, you should expect longer response times.

Acceptance of legal process through the to info@phloxpelican.com with “[LER]” at the start of the subject line email is for convenience purposes only. GOLDEYE does not waive, and does not intend to waive, any potentially applicable objections, including lack of jurisdiction or proper service. GOLDEYE will not respond to correspondence sent by non-law enforcement officials sent to the email with the specified subject-line qualifier as described.

United States Legal Process Requirements

GOLDEYE discloses account records in accordance with its Privacy Policy, Terms and Conditions, and applicable law. Under U.S. law, a valid subpoena or document request issued by an authorized government agency or law enforcement official is required to compel the disclosure of account or customer information.

GOLDEYE will search for and disclose information that is specified with particularity in an appropriate form of legal process and which we are reasonably able to locate and retrieve. As stated in our Privacy Policy, we may collect, use, preserve, and disclose customer or account information if we believe that it is reasonably necessary or required by any applicable law, legal process, court order, or legal investigation, or to protect and defend the rights, interests, safety, and security of GOLDEYE, our users, or the public.

Form of Requests

We will be unable to process overly broad or vague requests. All requests must identify the requested records with particularity and include the following information:

- The name of the issuing authority, badge or ID number of responsible agent, email address from a law enforcement domain and direct contact phone number; and
- The GOLDEYE account number.

GOLDEYE exercises reasonable efforts to respond in a timely manner to subpoenas that are validly issued and served in full compliance with applicable law. Responses can take approximately 30-45 days from receipt to complete depending on the complexity of your request. For a quicker response, please (i) limit the scope of your subpoena to only those records necessary for your legal matter; (ii) identify, if possible, the applicable GOLDEYE entity(ies) to whom your request is directed; and (iii) ensure your subpoena clearly lists uniquely identifying information, such as an account number or social security number.

Notification

GOLDEYE reserves the right to notify customers who use our services of requests for their information prior to disclosure, unless we are prohibited by law from doing so or in exceptional circumstances, emergencies, or when notice would be counterproductive.

Testimony

GOLDEYE does not provide expert testimony support. GOLDEYE records are self-authenticating pursuant to law and should not require the testimony of a records custodian. If a special form of certification is required, please attach it to your subpoena or document request.

Fees for Compliance

GOLDEYE reserves the right to charge reasonable administrative fees (unless otherwise prohibited by law) for the production of documents in response to any subpoena. Such fees apply on a per account basis. We may also charge additional fees for costs incurred in responding to unusual or burdensome requests. GOLDEYE reserves the right to waive such fees in matters investigating potential harm to GOLDEYE, its customers, and emergency requests.

Levies, Garnishments, and Seizures

For information on law enforcement or government requests that involve the turnover of funds such as a tax levy, garnishment, or seizure, please email your inquiry to info@phloxpelican.com with “[LGS]” at the start of the subject line and it will be processed. GOLDEYE will not respond to correspondence sent by non-law enforcement officials sent to this email address with the specified subject-line qualifier as described.

Civil Requests

Civil requests and debt collection firms should contact GOLDEYE via email at to info@phloxpelican.com with “[CR]” at the start of the subject line.

Updates to the Guidelines

GOLDEYE may update this information periodically. Please consult the guidelines before making any request.