

Subpoena Request Guidelines

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These guidelines describe how law enforcement, government agencies, and parties to civil litigation may request user information from Kavric, Inc.

1. Legal Process We Require

- Basic subscriber information: a valid subpoena issued under applicable law.
- Non-content records (e.g., transactional logs): a court order under 18 U.S.C. § 2703(d) or equivalent.
- Content of communications and Customer Data: a search warrant based on probable cause, issued by a court of competent jurisdiction.
- Real-time intercept: a wiretap order.
- Civil matters: a properly issued and served subpoena under applicable rules of civil procedure.

2. How to Serve Process

Service should be addressed to Kavric's registered agent. Email submissions to support@kavric.ai are accepted for initial review but do not constitute formal legal service unless we expressly agree in writing.

3. Required Information

Requests should include enough information for us to identify the relevant account, such as:

- Full account email address.
- Company name and any organization identifier.
- Specific date range of the records sought.
- The exact categories of information requested.

4. User Notice

Our policy is to notify users of requests for their information so they may seek to quash or otherwise object, unless we are legally prohibited (e.g., by court order or statute) or notice would be counterproductive in emergency circumstances.

5. Emergency Requests

In emergencies involving imminent danger of death or serious bodily injury, law enforcement may submit an emergency disclosure request to support@kavric.ai .

Decisions are at Kavric's sole discretion and subject to applicable law.

6. Preservation Requests

Preservation requests under 18 U.S.C. § 2703(f) should be sent to support@kavric.ai . We will preserve responsive records for 90 days, renewable once for an additional 90 days.

7. Cost Reimbursement

Kavric reserves the right to seek reimbursement for costs of compliance to the extent permitted by law.

8. No Waiver

Nothing in these guidelines constitutes a waiver of any objection, including jurisdictional, procedural, or substantive grounds. We may object to or limit any request that is overbroad, unduly burdensome, or otherwise legally deficient.

Contact

support@kavric.ai