

Privacy Policy

How Fast Divorce® collects, uses, protects, and shares information through fastdivorce.com, public forms, JotForm, checkout, SMS/MMS, and client workflows.

Effective date: September 4, 2026

Fast Divorce®: Human. Simple. Finished.™

Public page: Privacy Policy

LDA notice: Fast Divorce® is a registered and bonded California Legal Document Assistant service. LDA Registration No. 2024240911 (Los Angeles County). Expires November 16, 2028. We are not a law firm and do not provide legal advice. Clients self-represent. Courts control timing, acceptance, orders, records, and outcomes.

Related public policies

Privacy Policy: /privacy-policy

Terms of Use: /terms-of-use

SMS/MMS Terms: /sms-terms

1. Scope, JotForm use, and relationship to client agreements

This Privacy Policy describes how Fast Divorce, Inc. ("Fast Divorce," "we," "us," or "our") collects, uses, discloses, and protects personal information when you visit or interact with fastdivorce.com, public webpages, public resources, public online Clio Grow intake, website-embedded forms, separately enabled JotForm application flows, Stripe or Clio Payments checkout pages, SMS/MMS programs, Client Portal access points, and related public-facing services (collectively, the "Site").

The initial public Clio Grow application is for review. It does not collect payment-card data or execute a service contract. Information collected depends on the step and services you use; separate enrollment and client-workflow data categories are described below. The same published Privacy Policy may be linked from the public website and from separately enabled JotForm workflows. The current website version at /privacy-policy is the controlling public Privacy Policy version unless a later signed Client Agreement expressly states otherwise.

A JotForm acknowledgment of this Privacy Policy documents that the policy was presented during the application or checkout workflow. It does not replace the paid-client contract stack.

If you become a paying client — whether after public online Clio Grow intake, through a separately enabled website JotForm workflow, or through in-person or telephone intake facilitated through Clio Grow with electronic delivery — additional privacy and records practices related to document preparation, court filing, service coordination, the Client Portal, matter administration, and account management are governed by your client contract stack, including the Notice to Consumer; Legal Document Assistant Contract for Self-Help Services; Master Services Agreement Packet with Exhibits A–F (Rev. FD-MSA-2026-08-18-U15); Service + Fee Snapshot if generated; JotForm submission record or

Clio Grow intake record; Stripe or Clio Payments receipt/payment-plan record; selected package terms; and any triggered rider or optional upgrade election. If this Policy conflicts with a paying client's signed/accepted Client Agreements, the Client Agreements control for that engagement to the extent permitted by law.

Important LDA and court-record notice: Fast Divorce® is a registered and bonded California Legal Document Assistant service, not a law firm. We do not provide legal advice. Court filings are generally public records unless a law or court order provides otherwise. Confidential Divorce™ means privacy-forward handling where California law and court processes allow; it does not guarantee that court records, required notices, or filed materials will be private.

2. Key privacy commitments

- We do not sell personal information.
- We do not share personal information for cross-context behavioral advertising as defined by California privacy law.
- We do not sell matter data or mobile numbers.
- We do not use automated decision-making to make legal determinations about your rights or obligations.
- We use AI-assisted and automated tools only to support workflow tasks such as formatting, routing, summarizing, quality checks, missing-item flags, and customer support. No AI tool selects legal forms, determines eligibility, or makes legal decisions for your matter. Human review remains part of client-facing legal-document workflows where appropriate.
- Do not send full Social Security numbers, full payment-card numbers, bank credentials, medical records, or highly sensitive facts through ordinary email or SMS/MMS.

3. Personal information we collect

Information categories:

Contact information: Name, email address, phone number, mailing address, preferred contact method, and communication preferences.

Inquiry content: Questions, messages, web-form entries, chat or call notes, SMS/MMS content, and support requests.

Application information: Information you enter into the SuperFast Application, Complete Application, optional Confidential Divorce™ upgrade request/selection, or other approved application/checkout flows — whether submitted through public online Clio Grow intake, collected through in-person or telephone intake via Clio Grow, or submitted through a separately enabled JotForm workflow.

Participating spouse/co-party information: When a client confirms that a spouse or co-party will participate in a stipulated, agreed, or joint matter under the Client Agreements, we may

collect the participating spouse's name, contact information, identification, acknowledgments, e-signature, and matter-related information provided through the onboarding process described in the Master Services Agreement (Rev. FD-MSA-2026-08-18-U15), Section 4.1. Collection requires the hiring client's written consent and the participating spouse's voluntary cooperation.

Transaction information: Selected package, paid-in-full or payment-plan choice, coupons, checkout status, Stripe or Clio Payments receipt/payment identifiers, amount, billing metadata, payment timing, chargeback records, and chargeback defense cost records. Full card data is handled by payment processors, not stored by Fast Divorce in full.

Technical information: IP address, device/browser type, timestamps, referring pages, pages viewed, approximate location inferred from IP, cookies, analytics data, and security logs.

Client matter information: After hire, information needed to prepare documents under client direction, coordinate filing/service, post tasks, and administer the Client Portal.

We do not intentionally collect sensitive personal information through the public Site before engagement. If sensitive information becomes necessary for a client matter, we will request it through more appropriate channels such as the Client Portal or secure upload when available.

4. Sources of information

- You directly, when you submit forms, applications, payment choices, signatures, messages, or support requests through JotForm, the website, Clio Grow online, in-person or telephone intake, the Client Portal, email, SMS/MMS, or another approved workflow.
- A participating spouse or co-party, when voluntarily providing information during the onboarding process described in the Client Agreements.
- Your device and browser, through cookies, analytics tools, security tools, and server logs.
- Service providers that help us operate the Site, including JotForm, Stripe, Clio Payments, Clio Grow, Clio Manage, e-signature tools, SMS/MMS providers, email providers, analytics services, security services, support platforms, and the Client Portal.
- Courts, court vendors, process servers, EFSPs, and other legal-support vendors after a client engagement begins and only as needed for the matter.

5. How we use personal information

- Operate, maintain, secure, and improve the Site and public application flows.
- Respond to inquiries and explain Fast Divorce® services in general, non-legal-advice terms.
- Process initial SuperFast Application and Complete Application submissions for review and, during separately offered enrollment steps, acknowledgments, e-signatures, payment choices, optional Confidential Divorce™ selections where offered,

Stripe or Clio Payments checkout, and review-pending receipts — whether submitted through JotForm or through Clio Grow online, in-person or telephone intake.

- Review applications for administrative fit, business scope, and LDA-scope routing after submission.
- Onboard participating spouses or co-parties in stipulated, agreed, or joint matters after the hiring client provides written consent, as described in the Client Agreements.
- Set up and manage Client Portal tasks, drafts, approvals, receipts, documents, and account communications after engagement.
- Prepare and file documents under client direction within LDA scope after the required workflow is complete.
- Send service messages, reminders, receipts, alerts, and optional marketing messages when legally permitted and separately authorized.
- Detect, prevent, and respond to fraud, abuse, security events, chargebacks, chargeback defense, misuse, unauthorized access, and legal/compliance risks.
- Comply with legal obligations, accounting requirements, audit duties, tax obligations, court/vendor requirements, and lawful requests.
- Use de-identified or aggregated information for analytics, service planning, training, quality control, and business improvement.

6. How we disclose personal information

We disclose personal information only as reasonably necessary to operate our business, deliver requested services, administer accounts, comply with legal obligations, or protect rights and safety.

Disclosure categories:

Service providers: Website hosting, security, IT support, analytics, JotForm, Stripe, Clio Payments, Clio Grow, Clio Manage, e-signature tools, email/SMS providers, Client Portal systems, document automation, and support platforms.

Court and legal-support vendors: California Superior Courts, EFSPs, court clerks, process servers, sheriffs' civil divisions, mailing vendors, and other legal-support vendors after hire and within LDA scope.

Payment dispute defense: Signed contracts, JotForm submissions, Clio Grow intake records, e-sign records, Stripe records, Clio Payments records, IP/device/timestamp metadata, receipts, Portal/email/SMS logs, draft delivery proof, filing proof, and payment authorization records may be disclosed to payment processors, card networks, and financial institutions to respond to chargebacks and payment disputes.

Business and legal compliance: Professional advisors, insurers, auditors, accountants, regulators, government agencies, law enforcement, or others when legally required or necessary to protect rights, safety, property, or enforce agreements.

Business transfers: Information may transfer as part of a merger, acquisition, financing, reorganization, sale, bankruptcy, or similar transaction, subject to lawful safeguards.

Service providers are expected to use information only for the services they provide to us, protect it, and comply with applicable privacy and security obligations. We do not authorize service providers to sell client matter data.

7. Cookies, analytics, and Global Privacy Control

We may use cookies, pixels, web beacons, tags, SDKs, and similar technologies to keep sessions secure, remember preferences, support forms, measure Site performance, understand visitor behavior, and improve the Site. You can control cookies through browser settings. Blocking cookies may affect some Site features.

Where technically feasible, we honor Global Privacy Control (GPC) signals as requests to opt out of sale/sharing under California privacy law, even though we do not sell or share personal information as those terms are used by CPRA.

8. AI-assisted tools and automation

Fast Divorce may use internal automation and AI-assisted tools to format, organize, summarize, route, quality-check, detect missing workflow items, assist customer support, draft non-advisory process communications, and support compliance review. These tools are not lawyers, are not final legal reviewers, and do not decide legal rights, remedies, form selection, strategy, or court outcomes. No AI tool selects legal forms, determines eligibility, or makes legal decisions for your matter. Staff review occurs before court submissions or client-facing finalization where appropriate.

We do not knowingly use client matter materials to train public AI models unless specifically disclosed and permitted by applicable agreements and law. Approved service providers may process information only for authorized business purposes.

9. Data security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information under our control. Safeguards may include access controls, encryption in transit, secure vendor systems, account permissions, logging, and limited employee access based on role.

No internet transmission or electronic storage method is perfectly secure. If we learn of a security incident involving personal information, we will investigate, take reasonable containment and remediation steps, and provide notices required by law.

10. Retention

We retain personal information only as long as reasonably necessary for the purposes described in this Policy, to comply with legal, accounting, tax, court, vendor, audit, insurance, chargeback, chargeback defense, fraud-prevention, dispute-resolution, and recordkeeping obligations, and to enforce agreements.

Typical retention guide:

Contact and inquiry records: Usually 1–3 years after last meaningful interaction, unless longer retention is required.

Application and payment metadata: Usually 4–7 years for accounting, processor, dispute, chargeback defense, tax, fraud-prevention, and audit purposes. May include Stripe records, Clio Payments records, invoices, receipts, transaction metadata, refund records, chargeback defense records, and authorization records.

Client matter records: Typically up to 2 years after service-file closure, or longer if required by law, court/vendor rules, disputes, legal holds, insurance, or business need.

SMS/MMS and email records: Usually 1–3 years; consent/STOP/HELP records may be kept longer for compliance and carrier audits.

Technical logs: Often shorter rolling periods, unless needed for security, fraud, analytics, or legal holds.

Third-party systems such as courts, EFSPs, payment processors, messaging providers, and client-portal systems may maintain their own records under their own policies and legal obligations.

11. California privacy rights

California residents may have rights under the CCPA/CPRA, subject to legal exceptions. These rights may include the right to know/access, delete, correct, opt out of sale/sharing, limit use/disclosure of sensitive personal information where applicable, and not be discriminated against for exercising privacy rights.

Submit requests by emailing hello@fastdivorce.com or calling (818) 610-3392. We may verify your identity and, for authorized agents, may require proof of authorization. We will respond within the time required by applicable law. Some information may be retained or exempt from deletion when needed to complete transactions, comply with law, support security, resolve disputes, enforce agreements, or maintain required records.

12. Children, third-party links, accessibility, changes, disputes, and contact

Children: The Site is not directed to children under 13, and we do not knowingly collect personal information from children under 13 through the public Site.

Third-party links: The Site may link to third-party services we do not control. Review third-party policies before submitting information to them.

Accessibility: If you need this Policy in an alternative format, contact us using the information below.

Changes: We may update this Policy by posting a new effective date. Continued use of the Site after an update means you acknowledge the updated Policy.

Disputes and arbitration. Disputes relating to this Policy are governed by the Website Terms of Use, including the binding individual arbitration agreement administered by the American Arbitration Association (AAA) under the AAA Consumer Arbitration Rules, the class action waiver, the jury trial waiver, and the 30-day arbitration opt-out, all as described in the Terms of Use. For paying clients, the dispute resolution and arbitration provisions in the Client Agreements — including the Master Services Agreement (Rev. FD-MSA-2026-08-18-U15) — control for claims arising from the paid engagement, subject to non-waivable rights under law.

Contractual limitations period. Any claim arising out of or related to this Policy must be commenced within one (1) year after the date you knew or reasonably should have known of the facts giving rise to the claim, unless applicable law requires a longer period for a particular type of claim. For paying clients, the contractual limitations period in the Client Agreements controls for claims arising from the paid engagement.

Binding on successors. The dispute resolution provisions, limitations, and waivers referenced in this Section 12 bind your heirs, executors, administrators, trustees, personal representatives, beneficiaries, successors, and assigns.

Contact Fast Divorce®

Fast Divorce, Inc.

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Website: fastdivorce.com

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Please do not include full card numbers, full Social Security numbers, bank credentials, or medical records in ordinary email or SMS.

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