

# Legal Product Matrix

## Thomson Reuters As Processor

This Matrix outlines where Thomson Reuters serves as a processor (as defined in the EU General Data Protection Regulation 2016/679 (GDPR)) with respect to the core service/product offering. In each case the nature, purpose and duration of processing is for the provision and receipt of services/products and as described in your contract with Thomson Reuters. Please note that, for simplicity, this Matrix refers to Thomson Reuters's primary data processing role for each service/product; however, Thomson Reuters may serve as a controller of certain personal data processed in connection with each service/product, such as personal data residing in login information (like user names and passwords), system and management information (including usage logs and billing data, and technical support/service information.

This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

For information about Thomson Reuters sub-processors, please click [here](#).

Product <sup>1, 2</sup>	Product Description	Subject Matter of Processing	Types of Personal Data Processed by Thomson Reuters as a Processor	Data Subjects
<b>3E and 3E mobile</b>	Practice management tools for time, billing, record keeping and invoice management.	Recording time and generating invoices.	Names, telephone numbers, email addresses, addresses for invoices, government identifiers for verification and any other data input by users.	People identified or identifiable in user input data (e.g. your personnel, your clients or their personnel).
<b>BDS - Contact Manager, Proposal Generator, Experience Manager and Email Marketing</b>	Business development and marketing tools.	Technical support for the product.	User input customer relationship data shared with Thomson Reuters in connection with the provision of technical support (e.g. names of clients).	People identified or identifiable in user shared data (e.g. personnel of your customers or prospective customers).

<b>Product<sup>1, 2</sup></b>	<b>Product Description</b>	<b>Subject Matter of Processing</b>	<b>Types of Personal Data Processed by Thomson Reuters as a Processor</b>	<b>Data Subjects</b>
<b>Bulletin Pro</b>	Bulletin creation, review and distribution tool for internal or client facing bulletins.	Creation and distribution of bulletins.	Names, email addresses and any other data input by users when editing or creating bulletins.	People identified or identifiable in user input data (e.g. client personnel in email marketing lists or your personnel).
<b>Business Development Premier (formerly known as ContactNet)</b>	Business development and marketing software for law firms and corporations.	Business development.	User input customer relationship data (e.g. names of clients)	People identified or identifiable in user input data (e.g. personnel of your customers or prospective customers).
<b>Compliance Learning</b>	Online training course.	Online Training Course	Financial information , advertising/marketing information, contact information, demographic information, online account information, online usage information, professional information, work information	People identified or identifiable in user input data (e.g. personnel of your customers or prospective customers).
<b>Contract Express</b>	Document and contract automation solution.	Legal document preparation.	Names, telephone numbers, email addresses, business addresses and any other data input by users.	People identified or identifiable in user input data (e.g. your personnel, the personnel of your suppliers or clients).

1 – For simplicity, this Matrix refers to Thomson Reuters's primary data processing role for each service/product where personal data may be processed; however, Thomson Reuters may serve as a controller of certain personal data processed in connection with each service/product, such as personal data residing in login information (like user names and passwords), system and management information (including usage logs and billing data, and technical support/service information. This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

2 – Unless specifically noted otherwise, this Matrix lists services/products that are provided in a Thomson Reuters hosted environment. Where Thomson Reuters provides an on-premise version only of our service/product, it is possible that Thomson Reuters may provide technical support in which Thomson Reuters may process personal data in connection with providing such support.

<b>Product<sup>1, 2</sup></b>	<b>Product Description</b>	<b>Subject Matter of Processing</b>	<b>Types of Personal Data Processed by Thomson Reuters as a Processor</b>	<b>Data Subjects</b>
<b>Convene</b>	Mobile app for events	Events information	Names and any other data input by users.	People identified or identifiable in user input data (e.g. speakers and attendees at events).
<b>C-Track</b>	Management Solution for courts to manage cases, including electronic filing.	Case management and legal document filing.	Name, address, telephone number, email address and any other data input by users.	People identified or identifiable in user input data (e.g. court staff, lawyers, witnesses and litigants).
<b>CVMAIL (AUSTRALIA, NEW ZEALAND, and UK)</b>	Tool for law firms to post vacant positions and for candidates to search and apply for those positions.	Recruitment.	Name, address, telephone number, email address and any other data input by users.	People identified or identifiable in user input data (e.g. your personnel and recruiters responsible for recruiting roles).
<b>eBilling Hub</b>	Tool for law firms to exchange LEDES billing data.	Billing.	Name, address, telephone number, email address and any other data input by users.	People identified or identifiable in user input data (e.g. your personnel and personnel of your clients).
<b>eDiscovery Point</b>	Automated litigation discovery tool.	Electronic discovery.	Name, address, telephone number, email address and any other contained in emails, electronic files and documents.	People identified or identifiable in the emails, electronic files and documents (e.g. your personnel or the personnel of your clients or suppliers).

1 – For simplicity, this Matrix refers to Thomson Reuters's primary data processing role for each service/product where personal data may be processed; however, Thomson Reuters may serve as a controller of certain personal data processed in connection with each service/product, such as personal data residing in login information (like user names and passwords), system and management information (including usage logs and billing data, and technical support/service information. This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

2 – Unless specifically noted otherwise, this Matrix lists services/products that are provided in a Thomson Reuters hosted environment. Where Thomson Reuters provides an on-premise version only of our service/product, it is possible that Thomson Reuters may provide technical support in which Thomson Reuters may process personal data in connection with providing such support.

<b>Product<sup>1, 2</sup></b>	<b>Product Description</b>	<b>Subject Matter of Processing</b>	<b>Types of Personal Data Processed by Thomson Reuters as a Processor</b>	<b>Data Subjects</b>
<b>Enterprise</b>	Suite of applications providing financial and practice management capabilities.	Technical support for the product.	User input data shared with Thomson Reuters in connection with the provision of support (e.g. names and email addresses).	People identified or identifiable in user input data (e.g. your personnel and personnel of your clients).
<b>FirmCentral (UK)</b>	Legal matter management tools, including tools for communication, document sharing and client billing tasks.	Matter management and billing.	Names, telephone numbers, email addresses, addresses for invoices, government identifiers for verification and any other data input by users or your clients e.g. data entered in free text fields or contained in documents uploaded into the system.	People identified or identifiable in user input data and documents (e.g. your personnel, your clients or their personnel).
<b>HighQ Collaborate</b>	Cloud platform for legal matters including document management, knowledge sharing, extranets and legal project management.	Legal matters, workflows and legal documents.	Names and any other data input by users.	People identified or identifiable in user input data and documents (e.g. your personnel, your clients, or their personnel and any persons named in documents and databases stored in the platform).
<b>HighQ Data Rooms</b>	Transactional legal document sharing.	Legal matters and documents.	Names and any other data input by users.	People identified or identifiable in user input data and documents (e.g. your personnel, your clients, or their personnel and any persons named in documents and databases stored in the platform).

1 – For simplicity, this Matrix refers to Thomson Reuters's primary data processing role for each service/product where personal data may be processed; however, Thomson Reuters may serve as a controller of certain personal data processed in connection with each service/product, such as personal data residing in login information (like user names and passwords), system and management information (including usage logs and billing data, and technical support/service information. This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

2 – Unless specifically noted otherwise, this Matrix lists services/products that are provided in a Thomson Reuters hosted environment. Where Thomson Reuters provides an on-premise version only of our service/product, it is possible that Thomson Reuters may provide technical support in which Thomson Reuters may process personal data in connection with providing such support.

<b>Product<sup>1, 2</sup></b>	<b>Product Description</b>	<b>Subject Matter of Processing</b>	<b>Types of Personal Data Processed by Thomson Reuters as a Processor</b>	<b>Data Subjects</b>
<b>HighQ Publisher</b>	Cloud-based legal intranet, microsite, content management and communication platform.	Legal publications and communications.	Names and any other data input by users.	People identified or identifiable in user input data and documents (e.g. your personnel, your clients or their personnel).
<b>Image Connect</b>	Imaging (scanning) technology for use with 3E.	Document scanning.	Names, telephone numbers, email addresses, addresses for invoices, government identifiers for verification and any other data contained in the scanned documents.	People identified or identifiable in the documents (e.g. your personnel, your clients or their personnel).
<b>Infolex</b>	Case management solution for legal professionals, law firms and government.	Case workflow management.	Name, address, telephone number, email address and any other data input by users.	People identified or identifiable in user input data (e.g. court staff, lawyers, witnesses and litigants).
<b>Legal Managed Services (LMS)</b>	Data discovery and review service for litigation or regulatory matters.	Document discovery and contract management	Name, address, telephone number, email address and any other contained in emails, instant messenger electronic files and documents including contracts.	People identified or identifiable in the emails, electronic files and documents (e.g. your personnel or the personnel of your clients or suppliers).

1 – For simplicity, this Matrix refers to Thomson Reuters's primary data processing role for each service/product where personal data may be processed; however, Thomson Reuters may serve as a controller of certain personal data processed in connection with each service/product, such as personal data residing in login information (like user names and passwords), system and management information (including usage logs and billing data, and technical support/service information. This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

2 – Unless specifically noted otherwise, this Matrix lists services/products that are provided in a Thomson Reuters hosted environment. Where Thomson Reuters provides an on-premise version only of our service/product, it is possible that Thomson Reuters may provide technical support in which Thomson Reuters may process personal data in connection with providing such support.

<b>Product<sup>1, 2</sup></b>	<b>Product Description</b>	<b>Subject Matter of Processing</b>	<b>Types of Personal Data Processed by Thomson Reuters as a Processor</b>	<b>Data Subjects</b>
<b>Legal Tracker</b>	Automated budgeting, billing and matter management solution for inhouse legal teams.	Legal spend and matter management.	Names, telephone numbers, email addresses, addresses for invoices and any other data input by users.	People identified or identifiable in user input data (e.g. your personnel, and the personnel of your law firms).
<b>MatterSphere</b>	MatterSphere is a matter management system for law firms.	Technical support for the product.	User input data shared with Thomson Reuters in connection with the provision of technical support (e.g. names of clients and email addresses).	People identified or identifiable in user shared data (e.g. your personnel and personnel of your clients).
<b>Panoramic Services</b>	Technology platform to help lawyers plan, manage and execute their matters by bringing together the business and practice of law.	workflow guidance, pricing tools and legal project management capabilities	Names, telephone numbers, Email addresses, online usage information e.g. user actions and preferences.	People identified or identifiable in user input data (e.g. your personnel, your clients or their personnel).
<b>Paperless Proforma</b>	Solution for the pre-bill distribution and mark-up process in law firms.	Technical support for the product.	User input data shared with Thomson Reuters in connection with the provision of technical support (e.g. names of clients on invoices).	People identified or identifiable in user shared data (e.g. your personnel and personnel of your clients).

1 – For simplicity, this Matrix refers to Thomson Reuters's primary data processing role for each service/product where personal data may be processed; however, Thomson Reuters may serve as a controller of certain personal data processed in connection with each service/product, such as personal data residing in login information (like user names and passwords), system and management information (including usage logs and billing data, and technical support/service information. This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

2 – Unless specifically noted otherwise, this Matrix lists services/products that are provided in a Thomson Reuters hosted environment. Where Thomson Reuters provides an on-premise version only of our service/product, it is possible that Thomson Reuters may provide technical support in which Thomson Reuters may process personal data in connection with providing such support.

<b>Product<sup>1, 2</sup></b>	<b>Product Description</b>	<b>Subject Matter of Processing</b>	<b>Types of Personal Data Processed by Thomson Reuters as a Processor</b>	<b>Data Subjects</b>
<b>Practical Law UK</b>	Legal know how service.	Legal research notes and resources.	Names and any other data input by users.	People identified or identifiable in user input data (e.g. the personnel of your clients or your personnel).
<b>Proview</b>	Solution for distributing ebook content.	Annotation of ebook content.	Names and any other data input by users.	People identified or identifiable in user input data (e.g. the personnel of your clients or your personnel).
<b>Regulatory Intelligence</b>	Data conversion and normalization tool.	Data conversion and normalization.	Public information/information in birth records, business records, census data, court cases, criminal records, driving records, government contracts, IP ownership, property records, marriage records, news reports, public financial documents, public license data	Individuals in public records, other individuals who do not directly interact with Thomson Reuters

1 – For simplicity, this Matrix refers to Thomson Reuters's primary data processing role for each service/product where personal data may be processed; however, Thomson Reuters may serve as a controller of certain personal data processed in connection with each service/product, such as personal data residing in login information (like user names and passwords), system and management information (including usage logs and billing data, and technical support/service information. This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

2 – Unless specifically noted otherwise, this Matrix lists services/products that are provided in a Thomson Reuters hosted environment. Where Thomson Reuters provides an on-premise version only of our service/product, it is possible that Thomson Reuters may provide technical support in which Thomson Reuters may process personal data in connection with providing such support.

<b>Product<sup>1, 2</sup></b>	<b>Product Description</b>	<b>Subject Matter of Processing</b>	<b>Types of Personal Data Processed by Thomson Reuters as a Processor</b>	<b>Data Subjects</b>
<b>Solcara Know How</b>	Collection and curation solution for internal know-how materials and material from external online publishers.	Technical support for the product.	User input data shared with Thomson Reuters in connection with the provision of technical support (e.g. names of your personnel).	People identified or identifiable in user shared data (e.g. your personnel and personnel of your clients).
<b>Westlaw and Westlaw mobile apps</b>	Legal research tool.	Legal research notes.	Names and any other data input by users.	People identified or identifiable in user input data (e.g. the personnel of your clients or your personnel).
<b>Westlaw UK</b>	Legal research tool specific to the UK.	Legal research notes	Names and any other data input by users.	People identified or identifiable in user input data (e.g. the personnel of your clients or your personnel).
<b>Workspace</b>	Aggregated viewer of data from 3E, MatterSphere, and Business Development Premier.	Technical support for the product.	User input data shared with Thomson Reuters in connection with the provision of technical support (e.g. names of clients).	People identified or identifiable in user shared data (e.g. your personnel and personnel of your clients).

1 – For simplicity, this Matrix refers to Thomson Reuters's primary data processing role for each service/product where personal data may be processed; however, Thomson Reuters may serve as a controller of certain personal data processed in connection with each service/product, such as personal data residing in login information (like user names and passwords), system and management information (including usage logs and billing data, and technical support/service information. This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

2 – Unless specifically noted otherwise, this Matrix lists services/products that are provided in a Thomson Reuters hosted environment. Where Thomson Reuters provides an on-premise version only of our service/product, it is possible that Thomson Reuters may provide technical support in which Thomson Reuters may process personal data in connection with providing such support.



## **Thomson Reuters as a Controller**

This Matrix outlines where Thomson Reuters serves as a controller (as defined in the GDPR) with respect to the service/product offering.

This Matrix is intended to be of general application only. Further, in the event of a conflict between this Matrix and a contract between you and Thomson Reuters, the contract shall control.

<b>Product</b>	<b>Product Description</b>
<b>Aranzadi Digital</b>	Online legal research service for Spain.
<b>EU Competition Law Online</b>	Online legal research service providing access to full official EU competition materials.
<b>Lawtel</b>	Online legal research and current awareness service.
<b>OJ OnlinePlus</b>	Online legal research service providing access to EU enhanced legal materials.
<b>OnePass</b>	User authentication module for legal products.
<b>Peer Monitor</b>	Law practice benchmarking program that provides real-time economic data against peers.
<b>Solcara Legal Search</b>	Search product for internal and online information systems and services including Westlaw UK, Practical Law and Lawtel.
<b>Westlaw IE</b>	Legal research tool aggregating primary and secondary Irish sources.
<b>West LegalEdcenter</b>	Accredited legal training for legal professionals.