

Complete Information Protection

A bespoke, flexible legal service for the protection
of your information at a transparent, fixed price



Introducing

Complete Information Protection

Disclosure of sensitive information creates risks to corporates, not least to their reputation. In this digital age, companies create more and more communications and documents, many of which may be sensitive and not for public consumption. In recent years, there have been many examples of companies' sensitive emails or other documents being quoted in the media as a result of disclosure obligations during the course of litigation or investigations. Although companies have certain rights which allow them to resist disclosure of certain information, the fact that a document is sensitive or confidential will not necessarily mean that it is immune from having to be disclosed.

To help you to understand your rights and obligations and how best to protect your sensitive information, we have developed a bespoke product called Complete Information Protection.

Complete Information Protection has three strands

First, we will scope with you the areas of your business which commonly give rise to disclosure risk. This scoping exercise will be conducted at a transparent, fixed price.

[See page 7 ...](#)

Second, we will advise you on best practice to protect your sensitive information, including advice on communication protocols and how to minimise the risk of losing protection. Again, this advice will be provided at a transparent, fixed price.

[See page 9 ...](#)

Third, we will make a number of value added services available to you at no cost, tailored to improve your employees' understanding of information protection.

[See page 11 ...](#)

We would welcome the opportunity to meet with you to discuss how we can tailor the Complete Information Protection service to meet your particular circumstances and requirements.

Scoping
disclosure risk



Best practice for
protecting your
information



Value added
services at no
extra cost



Scoping disclosure risk



Scoping disclosure risk

Identification of risk areas

We will scope with you the areas of your business which commonly give rise to disclosure risk in order to identify the broader risks faced by your business. Privilege and document protection issues may arise in different scenarios, for example

- Corporate – reporting to the board; cross border reporting; communications between parent and subsidiary.
- Regulation and investigations – evidence gathering; sharing information with a regulator; conducting joint defences; engaging accountants and other professional advisers.
- Competition – responding to dawn raids.

- Insurance – communicating with insurers, reinsurers and loss adjusters.
- Intellectual property – engaging patent and trademark attorneys.
- Data protection – dealing with data subject access requests.
- Insolvency – seeking financial assessments.
- Tax – communicating with tax advisers.

Bespoke to your needs

We will work with you to tailor this scoping exercise as you prefer. Whether you require general advice on improving procedures or have a specific concern we will work with you to address your needs.

Cross border issues

Our global reach and experience allows us to provide advice in relation to all of the world's major business centres.

Transparent fixed fee pricing

You will have the certainty of fixed-fee, transparent pricing.

Best practice for protecting your information



Best practice for protecting your information

Understanding your rights and obligations

We will advise you both on your disclosure obligations and your rights to resist disclosure. The most valuable right you may have to resist the disclosure of sensitive information is privilege. However, documents will only be privileged in certain circumstances, and privilege can be inadvertently waived or lost. It is therefore vital to understand

- When you may be required to disclose information or documents.
- When you may be able to resist a request for disclosure.
- The risks involved in creating permanent records of sensitive information.

- How best to communicate both within the business and outside in respect of sensitive issues in order to create and preserve privilege where possible.

Best practice

We will advise you on the practical steps which you can take to protect your information, including how to

- Implement systems to establish what information and documents are being produced and develop a coherent retention and disposal policy.
- Educate your employees on the risks inherent in document creation – in particular, the risks associated with use of e-mail, including the delivery of bespoke in-house employee training programmes and/or the development of e-learning video resources.

- Identify “privileged and confidential” information, and the importance of separating privileged correspondence from ordinary documents.

- Implement an effective communications protocol, including internal controls for the circulation of privileged material.

Transparent fixed fee pricing

- You will have the certainty of fixed-fee, transparent pricing.

Value added services



Value added services – a tailored approach to your information protection needs

At no additional cost when you purchase the Complete Information Protection service

We understand that a menu of value added services from a law firm is just the beginning of the story. You want to see the tailoring of services to meet your requirements in terms of protecting your information and the delivery of each service in a timely and co-ordinated manner.

Following a meeting with you to discuss the requirements of your team, we will agree a strategy for the delivery of our value added services that is unique to you.

Progress will be monitored and measured as part of our regular relationship review meetings.

Legal and business skills training

Our legal CPD training includes a range of technical and industry focused topics. Selected training sessions are available on-line and all training can be booked through our on-line calendar.

Bespoke legal and business skills training

We will provide free of charge up to three hours of formal training annually which qualifies for CPD points. This training can be made available at the same time to appropriate business colleagues.

Workshops

We recognise that in-house legal teams derive great benefit from forum style sessions giving the opportunity to share the latest practical law experience with others within your industry. We would be delighted to invite you and your employees to our regular update seminars and workshops.

Information services

Our library enquiry desk is available to assist with ad hoc requests for legislation, case law or journal articles.

Updaters and briefing

We produce informative publications and briefings designed to keep you up to date with all the legal and regulatory developments in your practice area.

Our dispute resolution and litigation practice

We advise many of the world's largest corporations and financial institutions on complex, high-value and sensitive multi-jurisdictional disputes. Our team of lawyers across the Europe, United States, Canada, Latin America, Asia, Australia, Africa, the Middle East and Central Asia, provides an integrated and high quality service to all our clients.

With experience in managing multi-jurisdictional litigation and international arbitration across all industry sectors, our lawyers both prevent and resolve disputes by giving practical, creative advice that focuses on our clients' strategic objectives. We have particular strength in financial institutions; energy; infrastructure, mining and commodities; transport; technology and innovation; and life sciences and healthcare.

We recognise that each dispute is governed by a unique set of variables, sensitivities and, most importantly, commercial factors.

We deliver

- Experience in the full range of international litigation and dispute resolution mechanisms.
- The ability to transfer knowledge and provide cross-border support throughout our global network of offices.
- Tailored advice based on our detailed understanding of the industries in which our clients operate.
- Litigators and service support personnel who are at the forefront in developing cost-efficient solutions, including state-of-the-art budgeting software to keep clients informed of costs and procedures and facilitate resource allocation to stay within budget guidelines.
- Thoughtful creativity to simplify and streamline our processes in order to assist with project and case management and to provide timely information and transparency regarding client matters.
- Advanced technology to help our clients respond to the evolving legal requirements and demands of e-discovery, data privacy and cross-border data transfers.

We track litigation trends

Since its inception in 2004, the Annual Litigation Trends Survey has provided a comprehensive analysis of the experiences and opinions of general counsel and senior corporate counsel in the United States and United Kingdom. Conducted by an independent research firm, the survey includes counsel's perspectives on litigation, arbitration, regulatory investigations, alternative fees and litigation spend. Industry-specific summaries are also available at www.litigationtrends.com.

Norton Rose Fulbright

Norton Rose Fulbright is a global law firm. We provide the world's preeminent corporations and financial institutions with a full business law service. We have more than 4000 lawyers and other legal staff based in more than 50 cities across Europe, the United States, Canada, Latin America, Asia, Australia, the Middle East and Africa.

Recognized for our industry focus, we are strong across all the key industry sectors: financial institutions; energy; infrastructure, mining and commodities; transport; technology and innovation; and life sciences and healthcare. Through our global risk advisory group, we leverage our industry experience with our knowledge of legal, regulatory, compliance and governance issues to provide our clients with practical solutions to the legal and regulatory risks facing their businesses.

Wherever we are, we operate in accordance with our global business principles of quality, unity and integrity. We aim to provide the highest possible standard of legal service in each of our offices and to maintain that level of quality at every point of contact.

Norton Rose Fulbright Verein, a Swiss verein, helps coordinate the activities of Norton Rose Fulbright members but does not itself provide legal services to clients. Norton Rose Fulbright has offices in more than 50 cities worldwide, including London, Houston, New York, Toronto, Mexico City, Hong Kong, Sydney and Johannesburg. For more information, see nortonrosefulbright.com/legal-notices.

The purpose of this communication is to provide information as to developments in the law. It does not contain a full analysis of the law nor does it constitute an opinion of any Norton Rose Fulbright entity on the points of law discussed. You must take specific legal advice on any particular matter which concerns you. If you require any advice or further information, please speak to your usual contact at Norton Rose Fulbright.

© Norton Rose Fulbright LLP BDD8197 EMEA 10/18
Extracts may be copied provided their source is acknowledged.

For more information on Complete Information Protection please contact:

Peter Scott
Head of dispute resolution and competition, London
Tel +44 20 7444 3834
peter.scott@nortonrosefulbright.com

Ruth Cowley
Partner, London
Tel +44 20 7444 3396
ruth.cowley@nortonrosefulbright.com

Ffion Flockhart
Partner, London
Tel +44 20 7444 2545
ffion.flockhart@nortonrosefulbright.com

The Complete Series

To help our clients meet their needs in the most efficient, transparent and cost-effective way possible, we have developed 'The Complete Series' which consists of a range of products that can be individually tailored to meet our clients' particular circumstances and requirements. Our Complete Series products to date include:

- Complete Bonds
- Complete Brand Defence
- Complete Brand Management
- Complete Cards
- Complete CoSec
- Complete CoSec (AIM)
- Complete CoSec for Dual Listed Companies (UK and Canada)
- Complete D&O Protection
- Complete Executive Risk Assessment
- Complete FCA Thematic Review Assessment
- Complete Finance
- Complete Mining Title
- Complete Tax Risk Profile Assessment

Future Products

- Complete Bid Defence