

PRIVACY POLICY

Effective Date: September 12, 2026

At Resolution Queen LLC ("we," "our," or "us"), we provide professional private investigative services and traditional notary public services. We respect your privacy and are committed to protecting your Nonpublic Personal Information (NPI) and Personal Data.

Our investigative agency operations are proudly dual-licensed and compliant with state regulations across multiple jurisdictions:

- **Kentucky License:** Holding License Number 309524 regulated under [Kentucky Revised Statutes Chapter 329A](#).
- **Texas License:** Holding License Number 179205501 and A31223701 regulated by the [Texas Department of Public Safety \(DPS\) Regulatory Services Division](#) under Texas Occupations Code Chapter 1702.

1. Information We Collect

We collect information directly from you, from third parties during authorized investigations, or when you interact with our digital or physical locations.

A. Private Investigation Services (Kentucky & Texas)

To perform background checks, surveillance, asset searches, or other casework, we may collect:

- **Identifiers:** Legal name, aliases, date of birth, Social Security Number (SSN), driver's license number, or other government IDs.
- **Contact Details:** Physical address, phone number, and email address.
- **Investigative Evidence:** Employment or financial history, physical surveillance video/photos, witness statements, and legal filings.

B. Notary Public Services (Kentucky In-Person Only)

We offer traditional, in-person notary services within the Commonwealth of Kentucky and do **not** perform Remote Online Notarizations (RON) at this time. Per Kentucky Revised Statutes Chapter 423, we may collect:

- **Identity Verification Data:** Visual inspection information from government-issued photo IDs.

- **Notary Journal Records:** Names, signatures, addresses, document types, and timestamps recorded in our physical, secure [Kentucky Notary Journal](#).

C. Online Client Portals and Digital Intake

When you open a case or request a consultation, we collect data electronically through our business tools:

- **Secure Client Intake Portals & Case Management Software:** Personal identifiers, payment information, and case briefs submitted securely online.
- **Website Contact Forms:** Standard information provided when requesting contact or a consultation (such as your name, email, and phone number).

2. How We Use Your Information

We use your personal data strictly for legitimate operational and legal purposes:

- Fulfilling contracted **private investigations** across Kentucky and Texas.
- Verifying identity and executing **in-person notarial acts** in Kentucky.
- Maintaining our mandatory client files and protective record-keeping.
- Processing secure billing, credit card payments, or retainer fees.

3. Data Protection and Security

We employ strict physical, structural, and digital safeguards to keep your sensitive data secure across our operations:

- **Physical Offices:** Case files, hardware containing evidentiary video or data, and our official physical Notary Journal are strictly stored in restricted-access lockboxes, deadbolted physical office locations, or security safes.
- **Digital Encryption & Portals:** Our secure online intake forms and case management platform process data over encrypted channels (HTTPS) and utilize advanced authentication and firewall protections to isolate case information.
- **Secure Destruction:** Any duplicate documents or physical notes containing sensitive data that do not require legal retention are destroyed via secure cross-cut shredding.

4. Information Sharing and Disclosure

We do **not** sell, rent, trade, or share your information with third-party marketers. Data is only disclosed:

- **With Client Consent:** To entities or individuals explicitly designated by you (e.g., your legal counsel).
- **Legal & Statutory Mandates:** When compelled by a valid subpoena, court order, or to satisfy Kentucky or Texas mandatory reporting laws (such as reporting an imminent threat of violence or abuse).

5. Data Retention

- **Investigative Files & Digital Media:** Retained for as long as necessary to complete your case or meet business, legal, and board licensing record requirements in both states.
- **Notarial Records:** Traditional paper notary journals are securely maintained by the notary to protect the integrity of the acts performed and to defend against future fraud claims.

6. Contact Us

If you have questions about this Privacy Policy, please contact us at:

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