

ONLINE PRIVACY POLICY AGREEMENT

Ponder Pro Serve, Inc., (PPS), is committed to keeping any and all personal information collected of those individuals that visit our website and make use of our online facilities and services accurate, confidential, secure and private. Our privacy policy has been designed and created to ensure those affiliated with Ponder Pro Serve, Inc. of our commitment and realization of our obligation not only to meet but to exceed most existing privacy standards.

THEREFORE, this Privacy Policy Agreement shall apply to Ponder Pro Serve, Inc. and any subsidiary company listed below, and thus it shall govern any and all data collection and usage thereof. Through the use of ponderproserve.com and any subsidiary website listed below you are herein consenting to the following data procedures expressed within this agreement.

The PPS privacy policy is accessible at our website: ponderproserve.com

Our subsidiary company below also adheres to the PPS privacy policy agreement located on our website.

SUBSIDIARY COMPANY:

Ponder Professional Services, Inc.

SUBSIDIARY WEBSITE:

ponderproserve.com

Ponder Pro Serve, Inc. and our subsidiary company Ponder Professional Services, Inc. comply with the EU- U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union to the United States. Ponder Pro Serve, Inc. has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit [HTTPS://WWW.PRIVACYSHIELD.GOV/](https://www.privacyshield.gov/)

RECOURSE FOR PRIVACY SHIELD COMPLAINTS

PPS is subject to the investigatory and enforcement power of the Federal Trade Commission (FTC).

In compliance with the Privacy Shield Principles, Ponder Pro Serve, Inc. commits to resolve complaints about our collection or use of your personal information. EU individuals with inquiries or complaints regarding our Privacy Shield policy should first contact Ponder Pro Serve at:

MPONDER@PONDERPROSERVE.COM

Ponder Pro Serve has further committed to cooperate with EU data protection authorities (DPAs) with regard to unresolved Privacy Shield complaints. If you do not receive timely acknowledgment of your complaint from us, or if we have not addressed your complaint to your satisfaction, please contact the EU DPAs for more information or to file a complaint. The services of EU DPAs are provided at no cost to you.

LINKS TO OTHER WEB SITES

Our website contains a link to Google Analytics. No other personal information is collected or stored on our website. Ponder Pro Serve, Inc. does not claim nor accept responsibility for any privacy policies, practices and/or procedures of other such websites. Therefore, we encourage all users and visitors to be aware when they leave our website and to read the privacy statements of each and every website that collects personally identifiable information. The aforementioned Privacy Policy Agreement applies only and solely to the information collected by our website.

ONWARD TRANSFERS TO THIRD PARTIES

We will not make your Personal Data available to any third party without your consent, unless it is for research/troubleshooting purposes or required by law, as further specified below.

We may use Personal Data for a variety of reasons, including but not limited to:

- Invite you to participate in a survey or other customer/business focused research
- Update our records of your Personal Data;
- To respond to any messages or requests you may send to us;

- Provide service and support to you; and
- As otherwise authorized by you.

Please note that receiving email communications, may be a requirement of your participation in our services rendered or other customer/business support initiatives. You can opt out from receiving these emails by reaching us directly at

MPONDER@PONDERPROSERVE.COM

We may use a third party agent to host things such as surveys and customer feedback or perform other market research-related activities. Contractual agreements between Ponder Pro serve and its third party vendors ensure that your personal information will not be shared with anyone and will not be used for any other purpose without your consent.

Ponder Pro Serve will require others who acquire or provide Personal Data from or to Ponder Pro Serve, including those engaged to provide support services, to adopt and comply with the principles in this Privacy Policy. Ponder Pro Serve acknowledges its potential liability in cases of onward transfers to third parties.

ACCESS & SECURITY OF PERSONAL & COMPANY DATA

We may maintain Personal Data, Company Data, or machine identifiable information in order to satisfy the client's requests and/or Ponder Pro Serve's business requirements. For instance, we may retain the email address of persons who opted out, or requested to be removed from, our panel, to ensure we conform to such wish. Likewise, we may retain information such as system IP addresses, or network diagrams in order to provide future support services for our clients.

The security of your Personal Data is very important to us. We have put in place reasonable physical, electronic, and administrative procedures to safeguard the information we collect. Only those employees who need access to your information in order to perform their duties are authorized to have access to your Personal Data.

We cannot guarantee that all communications between us or information stored on our servers will be free from unauthorized access by third parties such as hackers, and your use of our services demonstrates your assumption of this risk.

Ponder Pro Serve, Inc. shall endeavor and shall take every precaution to maintain adequate physical, procedural and technical security with respect to our offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure or modification of the user's personal information under our control.

Ponder Pro Serve, Inc. does not now, nor will it in the future, sell, rent or lease any of our customer lists and/or names to any third parties.

Ponder Pro Serve, Inc. may disclose your personal information, without prior notice to you, only if required to do so in accordance with applicable laws and/or in a good faith belief that such action is deemed necessary or is required in an effort to:

- Maintain, safeguard and/or preserve all the rights and/or property of Ponder Pro Serve, Inc.; and Ponder Professional Services, Inc.
- Remain in conformance with any decrees, laws and/or statutes or in an effort to comply with any process which may be served upon Ponder Pro Serve, Inc. and/or our website;
- Perform under demanding conditions in an effort to safeguard the personal safety of users of ponderproserve.com and/or the general public.

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How do I ask for my personal information?

You need to put your request to the organization in writing at the following URL:
[HTTP://PONDERPROSERVE.COM/REQUEST-ACCESS.HTML](http://ponderproserve.com/request-access.html)

Tips:

- Provide sufficient information and be as specific as possible, because that will help Ponder Pro Serve respond promptly.

Does it cost anything to access my personal information?

Ordinarily, it should cost you little or nothing to gain access to your personal information. The law requires an organization to respond to your request at minimal or no cost to you.

Can I obtain access to the personal information of someone else?

Ordinarily, you may only request access to information about yourself. Ponder Pro Serve may withhold information that relates to a third party, such as a family member, or sever it from other personal information that relates to you.

What if I find an error in my personal information?

You may request that any factual errors or omissions be corrected. You would typically have to provide some evidence to back up your claim. Ponder Pro Serve will work to amend the information, as required, if you successfully demonstrate that it's incomplete or inaccurate. If Ponder Pro Serve has previously shared incorrect information with third parties, it must, where appropriate, forward the amended information (or the record of the unresolved challenge) to those parties, so that they too can correct their records.

Once you have received and reviewed the information, you can check that it is accurate and complete. If it is not, you may ask the specified point of contact with Ponder Pro Serve to make the corrections, additions or deletions. Where a requested correction is not made, you can ask that your personal information be so annotated. Corrections will not normally be made to opinions about you given by other individuals; in this case, a note may be added to set out your views on the matter.

CHILDREN UNDER AGE OF 13

Ponder Pro Serve, Inc. does not knowingly collect personal identifiable information from children under the age of thirteen (13) without verifiable parental consent. If it is determined that such information has been inadvertently collected on anyone under the age of thirteen (13), we shall immediately take the necessary steps to ensure that such information is deleted from our system's database. Anyone under the age of thirteen (13) must seek and obtain parent or guardian permission to use this website.

UNSUBSCRIBE OR OPT-OUT

All users and/or visitors to our website have the option to discontinue receiving communication from us and/or reserve the right to discontinue receiving communications by way of email or

newsletters. To discontinue or unsubscribe to our website please send an email that you wish to unsubscribe to mponder@ponderproserve.com. If you wish to unsubscribe or opt-out from any third party websites, you must go to that specific website to unsubscribe and/or opt-out.

CHANGES TO PRIVACY POLICY AGREEMENT

Ponder Pro Serve, Inc. reserves the right to update and/or change the terms of our privacy policy, and as such we will post those change to our website homepage at ponderproserve.com, so that our users and/or visitors are always aware of the type of information we collect, how it will be used, and under what circumstances, if any, we may disclose such information. If at any point in time Ponder Pro Serve, Inc. decides to make use of any personally identifiable information on file, in a manner vastly different from that which was stated when this information was initially collected, the user or users shall be promptly notified by email. Users at that time shall have the option as to whether or not to permit the use of their information in this separate manner.

ACCEPTANCE OF TERMS

Through the use of this website, you are hereby accepting the terms and conditions stipulated within the aforementioned Privacy Policy Agreement. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites. In addition, your continued use of our website following the posting of any updates or changes to our terms and conditions shall mean that you are in agreement and acceptance of such changes.

HOW TO CONTACT US

If you have any questions or concerns regarding the Privacy Policy Agreement related to our website, please feel free to contact us at the following email, telephone number or mailing address.

EMAIL: MPONDER@PONDERPROSERVE.COM

TELEPHONE NUMBER: 7704903264

MAILING ADDRESS:

PONDER PRO SERVE, INC.

282 MOORE ROAD

GRIFFIN, GEORGIA 30223

02/24/2017