

PRIVACY POLICY

PND Solutions Inc.

pndsolutionsinc.com

Effective Date: January 1, 2021

PND Solutions Inc. (“we,” “us,” or “our”) is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you visit our website pndsolutionsinc.com or engage with our consulting services.

This policy is designed to comply with applicable privacy legislation in Canada, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial laws, as well as U.S. privacy laws including the California Consumer Privacy Act (CCPA/CPRA), and other applicable state privacy regulations.

Please read this policy carefully. By using our website or services, you agree to the terms described herein.

1. Information We Collect

We may collect the following categories of personal information:

1.1 Information You Provide Directly

- Name, email address, phone number, and job title
- Business name and industry
- Information provided through contact forms, consultation requests, or email correspondence
- Billing and payment information (processed securely through third-party payment processors)

1.2 Information Collected Automatically

- IP address and approximate geographic location
 - Browser type, operating system, and device information
 - Pages visited, time spent on pages, and referring URLs
 - Cookies and similar tracking technologies (see Section 7)
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1.3 Information from Third Parties

- Publicly available professional information (e.g., LinkedIn profile data)
 - Referrals from business partners or clients
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2. How We Use Your Information

We use the information we collect for the following purposes:

- To provide, operate, and improve our consulting services and website
 - To respond to inquiries, proposals, and support requests
 - To send service-related communications and updates
 - To send marketing communications where you have consented or where permitted by law
 - To process transactions and manage billing
 - To analyze website usage and improve user experience
 - To comply with legal obligations and enforce our agreements
 - To protect against fraud, unauthorized access, and security threats
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3. Legal Basis for Processing

3.1 Canada (PIPEDA)

Under PIPEDA, we collect, use, and disclose personal information only with your knowledge and consent, except where permitted or required by law. You may withdraw consent at any time, subject to legal or contractual restrictions.

3.2 United States

For U.S. residents, we process personal information based on: (a) your consent; (b) performance of a contract with you; (c) compliance with a legal obligation; or (d) our legitimate business interests, provided such interests are not overridden by your rights.

4. Sharing and Disclosure of Information

We do not sell, rent, or trade your personal information. We may share your information in the following limited circumstances:

- **Service Providers:** Trusted third-party vendors who assist in operating our website and delivering our services (e.g., email platforms, analytics tools, payment processors), who are contractually obligated to protect your information.
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- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.
 - **Legal Requirements:** When required by law, court order, or governmental authority, or to protect the rights, property, or safety of PND Solutions Inc., our clients, or others.
 - **With Your Consent:** For any other purpose with your explicit consent.
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5. Your Privacy Rights

5.1 Rights for Canadian Residents (PIPEDA)

Under PIPEDA, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Withdraw consent for collection, use, or disclosure (subject to legal restrictions)
- File a complaint with the Office of the Privacy Commissioner of Canada

5.2 Rights for California Residents (CCPA/CPRA)

California residents have the right to:

- Know what personal information is collected, used, shared, or sold
- Delete personal information we have collected (subject to exceptions)
- Opt-out of the sale or sharing of personal information (we do not sell personal information)
- Non-discrimination for exercising your privacy rights
- Correct inaccurate personal information
- Limit use of sensitive personal information

5.3 Rights for Other U.S. State Residents

Residents of Virginia (VCDPA), Colorado (CPA), Connecticut (CTDPA), and other states with applicable privacy laws may have similar rights to access, correct, delete, and opt out of certain processing of their personal data. We will respond to verifiable requests in accordance with applicable law.

To exercise any of these rights, please contact us at privacy@pndsolutionsinc.com. We will respond within the timeframes required by applicable law (generally 30 days for Canadian requests and 45 days for U.S. requests).

6. Data Retention

We retain personal information for as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, resolve disputes, and enforce our agreements. When personal information is no longer required, we will securely delete or anonymize it.

7. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance user experience and collect analytics data. Cookies are small data files stored on your device.

We use the following types of cookies:

- **Essential Cookies:** Required for the website to function properly
- **Analytics Cookies:** Help us understand how visitors interact with our site (e.g., Google Analytics)
- **Marketing Cookies:** Used to deliver relevant content and track campaign effectiveness

You can control cookies through your browser settings. Note that disabling certain cookies may affect website functionality. For more information, visit www.aboutcookies.org.

8. Data Security

We implement reasonable and appropriate technical and organizational safeguards to protect your personal information against unauthorized access, loss, misuse, alteration, or destruction. These measures include encrypted data transmission (SSL/TLS), access controls, and regular security assessments.

No method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

9. Cross-Border Data Transfers

PND Solutions Inc. operates in Canada and may engage service providers located in the United States or other jurisdictions. By using our services, you acknowledge that your personal information may be transferred to and processed in countries outside your province or country of residence, which may have different data protection laws.

We take steps to ensure that such transfers comply with applicable privacy laws and that your information receives appropriate protection.

10. Children’s Privacy

Our website and services are not directed to individuals under the age of 16. We do not knowingly collect personal information from children. If you believe we have inadvertently collected information from a minor, please contact us immediately at privacy@pndsolutionsinc.com and we will take steps to delete such information.

11. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. We encourage you to review the privacy policies of any third-party sites you visit.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. We will post the revised policy on this page with an updated effective date. For material changes, we will provide additional notice as required by law. Your continued use of our website or services after any changes constitutes acceptance of the updated policy.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of your personal information, please contact us:

PND Solutions Inc.

Website: pndsolutionsinc.com

Email: info@pndsolutionsinc.com

For Canadian privacy complaints unresolved by us, you may contact:

Office of the Privacy Commissioner of Canada

Website: www.priv.gc.ca | Phone: 1-800-282-1376

For California residents with unresolved complaints, you may contact the California Privacy Protection Agency (CPPA) at cpa.ca.gov.

Last Updated: May 3, 2025

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