



Privacy Policy

Last Updated 03/02/2017

This is the ProKM Networks, LLC (ProKM, ThunderCloud Technology, we, or our) Privacy Policy. It discusses the ways in which we collect, use, maintain and disclose information collected by us from our customers, visitors to our websites, and, in some cases, visitors to our customer's websites (Users). Our Privacy Policy is part of our contracts. It is incorporated into our TOS, AUP and any other contract we have with Users.

The nature of Internet business requires us to collect information from Users. While this policy is entitled a "privacy policy," it discusses all of the ways in which we use information collected from Users. Information transmitted, collected, processed or which is otherwise provided to us by Users is not necessarily considered by us to be private. Please review this policy carefully to determine how we treat this information. The Services may incorporate Third Party Products. The providers of these Third Party Products may have privacy policies that are different from ours. If at any time, you would like to know how specific information is handled, please contact us through our contact form at <https://www.thundercloudtechnology.com/contact/>.

Table of Contents

1. Information We Collect
2. Use
3. Data Security
4. Options and Inquiries

1. Information We Collect

Information contained in your customer record

Users who are our customers provide us with their name, address, phone number, user name, credit/debit card or bank information and other personally identifiable or confidential information and other information we require to provide Service to them. We may also acquire information about customers from third parties such as credit reporting agencies, as well as collect information about our customers' use of the Services. This information may be linked to the information provided to us by our customers to create an administrative record and is referred to as "Registration and Billing Information".

User inquiries

Users who contact us with questions may be required to give us additional information to assist us in resolving their questions, or to assist us in our business (User Inquiry Information).

Statistical Information

We collect information about Users' use of the Services and our products in general (Statistical Information). Statistical Information may include, but is not limited to, referring url, connecting IP address, and CPU usage.

Cookies and Tracking Software

We use cookies and tracking software to provide the Services and for marketing purposes. Cookies are small data files that are placed automatically on a User's computer by our equipment. These data files are read by us to determine whether you have visited our site before, how often, the length of time and which pages you view. Tracking software may observe Users' use of the Services or movement on particular web pages.

2. Use

This section describes how we use the categories of information we collect from Users, and how, in some cases, this information may be processed in such a way to identify individual Users.

Subpoenas and other demands for information

ProKM Networks may be required to disclose personal information in response to a lawful request by public authorities, including to meet national security or law enforcement requirements. We will produce all information in our possession as required by law or a reasonable interpretation of it. We may also disclose this information if it is necessary or required to protect our business interests. This includes producing information in conjunction with the sale or acquisition of all or part of our business. If possible, we will attempt to notify Users that we intend to produce this information. However, we are under no obligation to do so if we are prohibited by law, or a reasonable interpretation of the law, if such a notice is impractical, or in conjunction with the sale or acquisition of all or part of our business.

Registration and Billing Information

We use Registration and Billing Information to identify Users personally. Registration and Billing Information is used throughout our business to provide services to Users, and to market new products and services to them. Information related to payment, such as credit card numbers, are only used to ensure we receive payment for services rendered. It may be shared with third parties affiliated with us if they provide services through us to Users and those services are billed

by them independently. Aggregate information based on Registration and Billing Information may be disclosed to third parties to market products and services to Users.

Customer Inquiries

We use Customer Inquiry Information to identify Users personally. It is used throughout our business to provide services to Users, and to market new products and services to Users. Customer Inquiry Information is shared with third parties in the following circumstances: to identify and fix problems with the Services when we are not capable of doing so ourselves. Providers of Third Party Products may require us to provide them with Customer Inquiry Information. When Customer Inquiry Information is shared with third parties in these circumstances, the third parties are required to keep this information confidential.

Statistical Information

We do not use this data to identify Users personally. We use statistical information to operate our hardware and software, diagnose problems and administer our website. We may use aggregate information to modify the products and services we offer based on who is visiting our website, and what they are purchasing.

Cookies

We do not use this data to identify Users personally. We use the information provided by Cookies to change the way our website looks to Users; to keep Users logged in to certain areas of the website; ensure continued connection to our equipment; and to collect demographic data about where Users go on our website and how they behave.

Other than in response to a lawful request by public authorities or to protect our business interests, ProKM Networks only shares your personal information with third parties who are acting as ProKM Networks agents and only uses your personal information for the purposes stated herein (or other purposes stated at the time of collection). Should our practices with respect to processing or use of personal information change, we will provide you with notice (either by means of an amendment to this Privacy Policy or otherwise) and provide you with an opportunity to opt out.

3. Data Security

The information set out in this Privacy Policy is protected using industry standard security measures. No means of communication or information transmission or storage is totally secure. We are not responsible for loss corruption or unauthorized acquisition and use of information, or for any damages resulting therefrom, including unauthorized acquisition and use. Unless this Privacy Policy states otherwise, our employees are required to keep the information set out here confidential.

4. Options and Inquiries

You have the right to access your personal data and to limit its use and disclosure as follows:

a) modify your Registration and Billing Information through your control panel; and b) ask that Customer Inquiry Information be deleted by contacting us through our contact form at <https://www.thundercloudtechnology.com/contact/>.