PantrySoft Cloud Privacy Policy
Last Updated: May 14, 2020

This Privacy Policy explains how PantrySoft Cloud, a product of Cedar Mountain Software, Inc, uses personal information collected by our software.

Your privacy and that of your clients is very important to us:

- All data collected is owned by your organization, college or University. PantrySoft provides the service of data management with our application.
- We do not use personal information to market or advertise to your clients and/or students, nor do we sell or share your information or student information with third parties.
- We agree to only use the information collected and managed by PantrySoft for its intended purpose within our application.
- We do not allow access to any personal information by any third party.
- We take industry-standard measures to maintain the security of your data.
- We have limited access user-types within our application to maintain client privacy.

1. Information PantrySoft Collects

PantrySoft may collect personal information from Users and Clients as described below.

1.1 User Information (collected from pantry administrators and limited-access users)

When a pantry administrator or limited-access user creates an account, PantrySoft may require certain information, such as first name, last name, email address, and password. We will also collect your school's name or pantry's name to set up an account.

For information from clients, entered by users while operating the pantry see below.

1.2 Client or Student Personal Information

Information collected from clients or students, i.e. those receiving your services, is voluntary and determined and owned by your school or administrators. This information may include but is not limited to the following: a student's first and last name, date of birth or age, demographic information, student ID number, phone number, images or photographs, household members names, enrollment status, or financial aid status, and other information.

1.3 Other Information

PantrySoft will provide your organization with the means to collect and manage pantry visit data from clients. PantrySoft can also be used to track inventory donations and distributions, if you choose to use those specific features. This data is also property of your organization and managed through our service.

PantrySoft Cloud uses cookies in order to provide our service. They allow you to log in and remain logged in when using PantrySoft Cloud. These cookies may also improve our service by helping the page contents load quickly.

Pantrysoft.com may include cookies from third-party service providers. In addition to the cookies we set, third parties can also set cookies when you visit our sites. These companies use the data they process in accordance with their privacy policies.

Users have a variety of tools to control cookies and similar technologies, including browser controls to block and delete cookies and controls from some third-party analytics service providers. User browser settings and other choices may impact the functionality of our service.

PantrySoft may also use log files to troubleshoot events or improve our service. Log files may automatically capture the type, content, or time of transactions made by a User with our system.

2. Use of Personal Information

PantrySoft does not use your users' or clients' personal information to track and target advertisements on third party websites or services. PantrySoft does not market to your clients.

2.1 Use of User Information

PantrySoft Users may be school officials, employees, or volunteers who use a PantrySoft user account to provide pantry services to clients. We store and process User personal information in the United States, and we use this information as follows:

- To create and manage user accounts on our service.
- To provide our service, including updating, securing, troubleshooting, and providing customer support.
- To communicate with administrators about PantrySoft features, updates, request feedback to improve our services, and related news.

□ To send the User information including confirmations, technical notices, updates, security alerts, invoices, service renewal notices, support and administrative messages.

2.2 Use of Client Information and FERPA

PantrySoft acknowledges that all client information and records contained and managed by PantrySoft are property of your school.

We acknowledge that certain information about students will be contained in records maintained by PantrySoft and that this information can be confidential by reason of the Family and Educational Rights and Privacy Act of 1974 (20 U.S. C. 1232g) ("FERPA") unless valid consent is obtained from the students or their legal guardians. PantrySoft and PantrySoft Users agree to protect these records in accordance with FERPA. Information released to PantrySoft and PantrySoft users is done so that each can perform their respective responsibilities.

PantrySoft agrees that it may create, receive from or on your behalf, or have access to, records or record systems that are subject to the FERPA ("FERPA records"). PantrySoft agrees that it will: (1) hold these records in strict confidence and will not use or disclose them except as required by law; (2) safeguard these according to commercially reasonable administrative, physical and technical standards that are no less rigorous than the standards by which PantrySoft safeguards its own confidential information (see Sections 4 and 5); and (3) continually monitor its operations and take any action necessary to assure that the records are safeguarded in accordance with the terms of this Agreement.

3. Information We Share

PantrySoft does not share or sell User personal information. We do not share personal information we collect on Users when Users create accounts or request support.

We may share User personal information for legal, protection, and safety purposes only. For example,

□ We may share information to comply with lawful requests and legal processes.
□ We may share information in an emergency, such as protecting the safety of our employees and agents, our Users, or any person.
□ We may disclose or transfer your personal information in connection with the sale, merger, bankruptcy, sale of assets or reorganization, in whole or in part, of our company.

If we are going to share User personal information, we strive to provide the User with advance notice unless prohibited by law from doing so.

4. Information Security

We use industry standard security technologies and procedures to help protect your personal information and data from loss, misuse, unauthorized access, disclosure, alteration, and destruction.

Our development team uses only secure, encrypted connections to maintain and develop Pantrysoft avoiding potential man in the middle attacks. We update our server technology regularly to ensure that our platform is secure against potential vulnerabilities.

In-program security includes role-based access controls for various users and groups with restrictions on entering or modifying data.

In the event of an unauthorized release, disclosure, or acquisition of user or client information, PantrySoft will promptly notify users directly by email, as required by applicable law. Though we use reasonable efforts to protect your personal information, we cannot guarantee its absolute security.

5. Data Storage and Retention

Data you collect, maintain and manage with PantrySoft Cloud is stored securely in an industry-leading third party hosting environment, with full range of security protocols including data encryption at rest and limited user access. Each organization has a separate database instance, isolated from other PantrySoft Cloud customers.

PantrySoft stores the information you collect unless you request the data be deleted or terminate your services with us. Your encrypted data is backed up every evening and retained for 35 days to ensure minimal to no data loss in the case of unforeseen events.

Your encrypted data is stored simultaneously at two separate locations. If one of these locations goes down temporarily PantrySoft will switch to the second working database to ensure uninterrupted service.

6. How to View, Correct, or Update Personal Information

PantrySoft Cloud administrators and users can update their information or passwords in the application or by contacting Cedar Mountain Software, Inc. Students or clients are able to view, correct, or update their personal information in the application or by contacting their campus's PantrySoft administrator.

7. PantrySoft is Hosted and Operated in the United States

PantrySoft Cloud is hosted and operated in the United States and is subject to United States law. User and client personal information is hosted on United States servers. PantrySoft is subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC).

8. PantrySoft Complies with Federal Student Privacy Laws

PantrySoft agrees that all student information and records are the property of and under the control of your school. No third party shall use any information in student records for any purpose other than to provide our services. Eligible students may review personally identifiable information in the student's records and correct erroneous information as described above. In the event of unauthorized disclosure of student information, PantrySoft shall promptly notify all affected users.

9. Changes to This Policy

We may make changes to this Privacy Policy. If we make changes to this Privacy Policy that we believe will materially affect your rights, we will notify you by email.

10. Contact Information

If you have any questions about this Privacy Policy or wish to contact us, please contact info@pantrysoft.com