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## Introduction

1.1 Exceptional Service is committed to protecting the privacy of our site users; this policy details the collection, use, and protection of personal information we receive from site visitors.

1.2 Exceptional Services is committed to protecting any data that we collect concerning our customers and site visitors. By entering our website and using our services, you consent to our use of cookies as pertaining to the terms of this policy.

## Data Collection

2.1 While using our website, we may ask you to provide us with information that can be used to contact or identify you. Exceptional Services collects the minimum amount of personally identifiable information necessary to improve our site and the service we provide.

2.2 We may automatically collect, store, and use the following kinds of personal information:

- (a) Information about your computer and your visits to this site (including IP address, browser type/version, and pages visited);
- (b) Information you provide when registering with our site or subscribing to our notifications (including your name and email address);
- (c) Information relating to the use of our services or any other transactions initiated through our site (including billing address and credit card information); and
- (d) Information you choose to post or send us via personal communication.

## Data Use

3.1 Personal information collected through our site will be used specifically for the purposes detailed in this policy.

3.2 We may use your personal information to:

- (a) Customize our website for you;
- (b) Enable your use of our site services;
- (c) Send you notifications, statements, and other communications relating to our business;
- (d) Provide third parties with non-identifiable statistical information about our users;
- (e) Prevent fraud and keep our site secure; and



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(f) Verify compliance with the Terms of Use of our site.

3.3 Privacy settings can be controlled to limit online behavioral tracking.

#### Data Disclosure

4.1 We may disclose your personal information only for the reasons set out in this policy.

4.2 We may disclose your personal information:

- (a) When required to do so by law;
- (b) To exercise or defend our legal rights; and
- (c) Except as explained in this policy, we won't provide your information to third parties.

#### Data Retention

5.1 Our data retention procedures are designed to ensure that we comply with our legal obligations relating to the storage and deletion of personal information.

5.2 Personal information that we process for any reasons won't be kept longer than is necessary for those purposes.

5.3 We will keep documents containing personal data:

- (a) When required to do so by law; and
- (b) To exercise or defend our legal rights.

#### Data Security

6.1 The transmission of information over the internet is never 100% secure.

6.2 We will take reasonable measures to prevent the loss or misuse of your personal information (e.g. SSL Certificates).

#### Amendments

7.1 We may amend or update this policy periodically by publishing a new version on our site.

7.2 We will notify you of changes made to this policy.



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## Cookies

8.1 We may store cookies on your web browser when you visit pages of our site.

8.2 If you block cookies, you may not be able to use all the features of our website.

## Third Party Websites

9.1 Our site may include links to third party websites outside of our control and ownership.

9.2 You should read the Privacy Policies of each website you visit.

## Our Details

10.1 You can contact us:

(a) Using our contact form;

(b) By mail at

P.O. Box 23 Destrehan, LA 70047;

(c) By phone at 504-533-8859; and

(d) By email at [info@exceptionalservicesagency.com](mailto:info@exceptionalservicesagency.com).