

**Version**

**2.0**

IPACKET NETWORKS

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Privacy Policy

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# Privacy Policy

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# IPacket's Privacy Policy

*Updated on : January 1, 2015 (Prior Versions)*

Protecting the privacy of our **customers** and **visitors** is of significant importance to IPacket. For that reason, IPacket has implemented this Privacy Policy. Our Privacy Policy provides meaningful privacy protections to our customers and visitors. Excluding **business customers**, all of IPacket's products and services are governed by this Privacy Policy. The purpose of this Privacy Policy is to explain the type of information IPacket collects, how such information is used, and your options regarding the specified collection and use.

## Information We Collect, How We Collect It and How We Use It

The information IPacket collects about its customers and website visitors is used to fulfill a variety of purposes.

*Total number of users per residence; per property; per city*

*Total bandwidth utilization per user; per residence; per property; per city*

*Network Performance / Network Management logs and statistics*

*Traffic Performance / Traffic Management logs and statistics*

The amount of personal information collected is limited to what is needed for conducting business, which includes offering products and services provided by IPacket or a third party that may be useful to you, and sometimes to enhance or troubleshoot issues that may arise with the products and services to which you currently subscribe.

We may collect the following types of information:

- Contact Information – name, address, telephone number and e-mail address. This information is usually obtained from the ordering process or from using of IPacket's products and services.
- Billing Information – services purchased, call log, payments, credit history, credit card numbers, social security number, security codes, and service history.
- Technical Information – equipment information (i.e. serial numbers, settings, configurations, domain name, browser, computer operating system and software) and performance information regarding the use of certain equipment

on the network (i.e. IP addresses, security characteristics, amount of bandwidth, data transmission rates, uploading and downloading, and streaming to and from the internet).

- Usage Information – use of IPacket’s website, time spent on each page of IPacket’s website, links/advertisements you click, websites visited immediately before and after visiting IPacket’s website, programs watched and recorded, and games played.

#### *How We Collect Information*

This information is sometimes obtained directly from the customer or visitor. For example, from an e-mail sent to IPacket, when a customer orders one of IPacket’s products and services or establishes an account, or when some customer service inquiries are made. Some information is collected automatically, such as the technical and usage information described above, through the use of **cookies** and **web beacons**. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. In addition, we may obtain this information from third parties.

#### *How We Use the Collected Information*

IPacket primarily uses this information to monitor and maintain the performance of the network and individual network elements in our system. Additionally, IPacket may use the information it collects to notify its visitors and customers of the products and services it has available. IPacket may use the collected information to initiate, provide and manage purchased services and respond to possible questions or problems related to such service. Information is also used to enhance network security, agility and use. The information is also used to target potential illegal activities, such as fraud or threats to the physical safety of another person.

IPacket does not sell personal information to third parties. In the following circumstances, however, IPacket may be permitted or required to provide your personal information to third parties:

- Assisting IPacket in the promotion, development, establishment and/or maintenance of the provision of IPacket’s products and services to you;
- To allow the display of a name and telephone number on a caller identification device (excluding, as to most telephone numbers when call blocking is used )
- To enforce our agreements (i.e. Terms and Conditions Policy, CPNI Policy, Acceptable Use Policy);
- To assist with verifying identities;
- To aid in the prevention of fraud and identity theft;

- To assist in establishing accounts, billing, and obtaining payment for IPacket's products and services;
- To provide notification to the National Center for Missing and Exploited Children of information concerning child pornography of which we become aware through the provision of our services;
- Where required to do so by law, court orders where the customer has been notified of such order, warrant or subpoena;
- To protect IPacket's rights, property, customers, and visitors from unlawful use of our services; and,
- In the event IPacket believes in good faith that an emergency involving immediate danger of death or serious physical injury to any person justifies or requires IPacket to disclose such information without delay, IPacket may provide such information to a responsible governmental entity.

#### *How We Do Not Use the Collected Information*

IPacket does not collect your personal information unless you provide it to us in person, by telephone, or electronically by visiting our site. IPacket does not sell the names and addresses of its visitors to unaffiliated third-parties without your prior approval. IPacket does not permit third parties access to your account information without the completion of the Third Party Authorization Form. IPacket does not provide any government entity with information regarding your selection of video programming.

#### *How Long We Store the Collected Information*

IPacket retains the personal information only as long as is required for IPacket to comply with the business, tax, and legal requirements. The personal information is destroyed when it is no longer necessary for the purpose for which it was collected and there are no pending requests or orders for access to such information.

## **Limiting the Use of Personal Information**

IPacket is dedicated to tailoring its services to you and developing ways to enhance the products and services it provides to you through the relationships we have developed with our advertising partners and networks, **anonymous information** gathered from **cookies** and similar technologies, and other information we may have. Because we respect your time and resources, we strive to provide you with only the offers we think you would benefit from and appreciate receiving.

It is just as important, however, that our visitors and customers have control and transparency with regard to the use of the information we collect. Therefore, if you would prefer not to receive these offers and opportunities or have your personal

information disclosed in methods that are in accord with the law, simply contact us using the information below.

It is IPacket's policy to comply with all applicable laws and regulations regarding "Do Not Call" Lists. Although your registration on such list does not prohibit IPacket from contacting you due to IPacket providing you with services, we will honor any request to remove your name from our solicitation lists. Please provide a reasonable amount of time for us to comply with such request.

IPacket's customers have access to all of the personal information that IPacket collects and maintains regarding such customer. This information is available to customers on our website by logging in to our website. Should there be an error in your personal information, the customer must notify IPacket and allow a reasonable opportunity to verify and correct the information you find erroneous.

## **Children and the Internet**

IPacket urges that parents and guardians educate themselves and children on internet safety, as well as avail themselves of some of the free parental control tools that are available.

IPacket does not knowingly market, solicit, or collect information from children under the age of 13 in connection with providing its products and services. Just as with every other law and regulation, IPacket is committed to complying with the Children's Online Privacy Protection Act (COPPA).

If a child has provided information without the consent of a parent or guardian, the parent or guardian should contact us to request that the record be deleted. Information of a child under the age of 13 that is inadvertently collected will be treated as that of an adult.

## **Information Safeguards**

IPacket is committed to using industry practices to prevent the loss, misuse, unauthorized access, and alteration of information in our possession. IPacket recognizes how valuable personally identifiable information, and in order to protect your personally identifiable information from unauthorized access or disclosure, IPacket has instituted security techniques such as encryption, firewalls, and access control procedures.

As a matter of company policy, access to your personally identifiable information is limited to specified employees, contractors, agents and/or representatives that require this information to perform their duties or to aid IPacket in performing its duties and obligations as it provides products and services to you. Employees, agents, contractors and affiliates are trained with regard to how personal information is to be managed and in which cases such information may or must be disclosed. Employees and certain affiliates are also bound by non-disclosure and confidentiality agreements with IPacket.

## **Breaches of Security**

Although IPacket will take reasonable steps to protect your personally identifiable information from hackers and other unauthorized attempts by third parties to access this information, IPacket cannot guarantee it will be completely successful in doing so.

As a result of this reality, should a breach of security occur, IPacket will make reasonable efforts to contact you if it is determined that a breach of security occurred and there is a reasonably likely risk of identity theft, or whether otherwise required by law.

## **Links to Other Sites**

This site contains links to other sites. IPacket is not responsible for the privacy practices or the contents of the sites that link either from or to this site. IPacket urges you review each site's individual privacy policy before providing any personal information.

## **Business Customers**

The terms of the written contract between IPacket and its business customers governs the privacy policy between the two parties. Such agreements must contain provisions regarding confidentiality, privacy, security, and other provisions pertaining to the management and handling of information. The terms of the agreement supersede any terms set forth in the Privacy Policy.

## **Policy Updates**

IPacket reserves the right to update this Privacy Policy and make changes at any time so that we may continue to comply with current laws and regulations and work to improve our products and services. IPacket urges you to periodically review our Privacy Policy, as the scope of the information collected may change. Refer to the date of update to determine whether the policy has been updated since your prior review. In the event a change to the policy constitutes a material change, IPacket will post a notice to review the policy in a prominent location on its website. If IPacket elects to use or disclose personally identifiable information in a manner that is materially different than what is contained herein, we will post this change on this page for no less than thirty days before making the change so that you have a choice regarding the planned new use or disclosure of such information.

## Glossary

**Anonymous Information:** Information that lacks identifiers that would allow another to directly or reasonably identify a customer or visitor.

**Aggregate Information:** Anonymous information that has been compiled in categories of customers or users.

**Customer:** Anyone who purchases IPacket's products and/or services.

**Cookies:** A file containing a string of characters that is sent to your computer when you visit a website. When you visit the website again, the cookie allows that site to recognize your browser. Cookies store user preferences and other information, as well as assist in ensuring the privacy and security of certain transactions. You can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some website features or services may lose functionality with disabled cookies.

**Personal Information:** Information that directly identifies or can be used to reasonably identify an individual customer or website visitor. Examples of personal information include: name, address, e-mail, telephone number, financial account number, date of birth, social security number, and driver's license number.

**Visitor:** Anyone who visits an IPacket website.

**Website:** Any page or location on the internet. As used in this Privacy Policy, the term "website" is used interchangeable and has the same meaning as "web page" and "site."

**Web Beacons:** Small graphic images embedded in a web page or in an e-mail that can be used to record the pages and advertisements clicked by users or tracking the performance of a marketing campaign.

## Contact Us

For questions, comments or complaints regarding IPacket's Privacy Policy, or to notify IPacket as to the denial of or restriction on the use of certain information, please contact us by any of the following methods:

E-mail: [CorporateAffairs@IPacketnet.com](mailto:CorporateAffairs@IPacketnet.com)

Phone: (866) 806-0719

Mail: IPacket Networks  
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