

Mobile App Privacy

What is covered by this Privacy Policy This Privacy Policy (the “Privacy Policy”) covers Mercury Broadband’s (“Mercury”) privacy and security policies for personal information collected by Mercury Broadband in connection with the Mercury @ Home mobile application (the “App”). For this Privacy Policy, personal information refers to information relating to an identified or identifiable natural person with reference to an identifier, such as name, an email address, an online identifier such as login credentials, or any other identifier by which that natural person may be contacted online or offline.

Mercury understands the importance of privacy and security and is committed to providing a secure environment to protect the personal and private information provided by you in connection with your use of the App. Accordingly, this Privacy Policy sets out:

- The personal information that is collected when you download, install, register for and/or use the App; and
- Mercury’s best practices associated with collecting, using, retaining, disclosing and protecting the information associated with your use of the App.

What is not covered by this Privacy Policy This Privacy Policy DOES NOT apply to information:

- Mercury collects on its website; or
- Mercury may collect unrelated to Mercury’s provision of the App.

Information collected on Mercury’s website at www.mercurybroadband.com is subject to Mercury’s Online Privacy Policy in the Legal Policies section of the Customer Center (accessible at: [Legal Policies - Mercury Broadband](#)). Personal information does not include information that has been anonymized or aggregated so that it can no longer be used to identify a specific natural person, whether in combination with other information or otherwise. **Privacy Policy applies for any use of the App.**

This Privacy Policy applies to Mercury’s policies and practices associated with the provision of the app described in the Mercury @ Home Mobile Application End User License Agreement (the “Agreement”). Please read this privacy policy carefully to understand Mercury’s policies and practices regarding your information and how such information will be treated. If you do not agree with Mercury’s policies and practices, you should not install, use or access the App. By accepting and agreeing to the Agreement, or by using or accessing the App, you agree to this Privacy Policy. This Privacy Policy may be updated from time to time. You should review this Privacy Policy periodically for updates and changes.

Your continued use of the App after Mercury revises this Privacy Policy means you accept those revisions. **Children Under the Age of 16** The App is not intended for children under 16 years of age, and Mercury does not knowingly collect personal data of children under 16. If Mercury

learns that personal data from a child under 16 has been obtained or reviewed without verification of parental consent, Mercury will delete that information. If you believe Mercury might have any information from or about a child under 16, please contact Mercury at regulatory@mercurybroadband.com **How Mercury Collects Your Information** Mercury collects and processes information provided directly by you when you install the App and register for an account to use the App. Specifically, this information includes:

- Your name, email address, password, location and your account number associated with your Mercury Broadband service;
- Information about the equipment deployed at your premises that you choose to connect to the App such as the MAC address, serial number or other unique identifier for your router;
- Data insights Mercury attains based on correlation and analytics of your information collected in providing the App, which may be used in aggregated and dis-aggregated formats or to obtain trend analytics, to provide the App; and
- Use of the above-described collected information in aggregated and dis-aggregated formats to enhance our current App or to provide App features.

How Mercury Uses the Information Mercury uses the information collected as described in this Privacy Policy, including personal information to:

- Provide you with the App as described in the Agreement;
- Implement, improve and/or enhance the app, including to make future releases available to you;
- Carry out Mercury's obligations as described or authorized in the Agreement and this Privacy Policy;
- Enforce Mercury's rights arising from the Agreement between you and Mercury; and
- Fulfill any other purpose authorized by you and reasonably required for the App.

Mercury may also use the information collected as described in this Privacy Policy, including personal information, to inform you about goods and services that may be of interest to you.

Disclosure of Information Mercury does not sell or otherwise distribute or disclose your information to third parties other than as described or authorized in the Agreement, including this Privacy Policy. Mercury discloses the information to its subsidiaries, affiliates, and certain third-party vendors and contractors that provide development, integration, web hosting, and consulting services to Mercury for the purpose of providing you the App, to maintain, support, develop, improve and/or enhance the App and to fulfill Mercury obligations associated with the App. Mercury may be required to disclose information under certain circumstances:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request;
- To enforce Mercury's rights arising from the Agreement entered into between you and Mercury;

- If Mercury believes disclosure is necessary or appropriate to protect the rights, property, or safety of Mercury, its customers or third parties; or
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sales or transfer of some or all of Mercury's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which you and/or you subscriber held by Mercury are among the assets transferred.

Your Choices About Our Collection, Use, and Disclosure of Information The provision of the information described in this Privacy Policy is necessary in order for you to use the App. Your information is retained and used as described in this Privacy Policy. In the event you delete your account for the App in accordance with the terms of the Agreement, your information will be deleted within 30 days of the deletion of such account or within such other timeline as may be mandated by applicable law. You will no longer be able to access the App when your account is deleted.

Accessing and Correcting Information You can (a) access and review your information, including personal information, and (b) correct your information, by logging into the App and visiting the settings page. **Data Security** All information you provide to use is stored on our secure servers behind firewalls. Mercury utilizes mechanisms such as intrusion detection systems, intrusion prevention systems, firewalls and encryption to secure information from accidental loss and from unauthorized access, use, alteration, and disclosure. Mercury uses a variety of industry-standard security technologies and best practices to help protect information from unauthorized access, use, or disclosure.

You control access to your account and, as set forth in the Agreement, you are obligated to keep your login credentials and passwords secure and protected and maintained as confidential. Although Mercury implements measures that are reasonably designed to protect you, information may nevertheless be transmitted outside of Mercury's systems. Any such transmission of information is at your own risk, and Mercury is not responsible for any circumvention of any privacy setting or security measures provided.

Changes to this Privacy Policy Mercury may update this Privacy Policy from time to time. If Mercury makes material changes to how Mercury treats personal information under this Privacy Policy, Mercury will notify you by email or other communication. The date the Privacy Policy was last revised is at the end of this Privacy Policy. You are responsible for ensuring Mercury has an up-to-date active and deliverable email address for you and for periodically visiting this Privacy Policy to check for any changes. **Contact Information** To ask a question or comment about this Privacy Policy and Mercury's privacy practices, contact Mercury via email at regulatory@mercurybroadband.com. Last Updated: December 2021