

## Online Privacy Policy

This Agreement describes the terms and conditions between you and Mercury Broadband, LLC. and its subsidiaries and/or affiliates and/or distribution partners referred to herein collectively and individually as ("Mercury Broadband", "Mercury Wireless", "Mercury", "Us" or "We") applicable to the Mercury Broadband services. This agreement contains important contract rights, limitations of those rights, and obligations between you and Mercury Broadband. You may call us at **(800) 354-4915** or email us at **support@mercurybroadband.com**.

- **Purpose of Policy.** Mercury Broadband maintains an ongoing commitment your privacy and our Online Privacy Policy ("Policy") sets out how Mercury uses and protects the personal information you provide to subscribe to Internet service.
- **Definition of Personally Identifiable Information.**
  - Personally Identifiable Information shall include, but not be limited to: Name, Postal Address, Email Address, Phone Number, Credit or Debit Card Information, Age, Gender or other Demographic Information, and Location Information.
  - Mercury Broadband does not collect Personally Identifiable Information from minors 18 years of age or younger without written parental consent. Parents should monitor websites accessed by minors to prevent collection of Personally Identifiable Information from minors.
- **Use of Personally Identifiable Information.**
  - Mercury Broadband will only use the Personally Identifiable Information you provide for the following specific purposes: to provide and improve the Service; to customize the advertising and content you see; or to contact you, conduct research, and provide anonymous reporting for internal and external clients, when necessary.
  - Mercury Broadband will not share, sell, rent or otherwise distribute your Personally Identifiable Information with third parties not affiliated with Mercury Broadband, in violation of this Policy or any applicable law, excepting only to:
    - Provide products or services you've requested through Mercury Broadband; or
    - In response to a validly-issued subpoena, court order, or other legal process; or
    - When necessary to establish or exercise our contracted or legal rights or defend against claims made by you or on your behalf.
- **Correction of Personally Identifiable Information.** You are responsible for ensuring that all Personally Identifiable Information you provide Mercury Broadband is maintained and kept current.
- **Cookies and Data Gathering.**
  - Mercury Broadband uses cookies to remember certain user information which is not Personally Identifiable Information. This allows users of the Service or Mercury Broadband's websites to avoid logging in more than once, thereby

saving time. You may, at any time, disable or refuse to accept cookies by changing the preferences on your web browser. If you choose to disable cookies, you will still be able to use our Service and websites. However, you will not be able to fully take advantage of certain automation and other functionality features available on the websites.

- Mercury Broadband collects and uses IP addresses to analyze trends, administer the site, track user movement, and gather broad aggregate demographic information for reporting and sponsorship purposes. IP addresses are not linked to Personally Identifiable Information.
- From time to time, we may use non-identifiable aggregate information to better design our Service and websites to share with select advertising partners, sponsors, and/or affiliates. For example, we may tell an advertiser that X number of individuals visited a certain area on our website, or that Y number of men and Z number of women filled out our registration form, but we will not disclose anything that could be used to personally identify any of those individuals.
- **Data Security.** To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, Mercury Broadband has established commercially reasonable physical, electronic, and managerial procedures to safeguard and secure the Personally Identifiable Information to which we have access.
- **Children's Privacy.** Protecting the privacy of children is especially important to us. For that reason, we never collect or maintain information at our Website from those we actually know are under 13, nor do we allow registration of users under the age of 13.
- **Scope of this Agreement; Third Party Websites.**
  - Although this agreement applies to the entirety of information obtained by you for the purpose of receiving the Service and accessing or using content controlled and owned by Mercury Broadband, it does not apply to entities that are not owned or controlled by us.
  - Mercury Broadband does not claim any responsibility for the privacy practices of any non-Mercury Broadband website you visit using the Service. Mercury Broadband encourages you to take reasonable precautions when sharing your Personally Identifiable Information to third party websites and carefully review their applicable privacy policies.
- **Opt-in Policy.**
  - At the time the Service is installed, you may "opt-in" to receive newsletters, promotional offers and other useful information from us. To unsubscribe from our mailings you may send an e-mail with the subject line "Unsubscribe" to support@mercurybroadband.com.
  - Please note you may not unsubscribe from receiving service announcements and important content update information regarding the Service, including but not limited to, service and account changes, website upgrades, site cancellations or business termination information.

- **Further Rights and Protections.** Your Personally Identifiable Information is also protected by the U.S. Communications Act of 1934 and the Electronic Communications Privacy Act, which provide you with certain rights.