

DOWNEAST WIRELESS LLC

Privacy Policy

Last updated: December 10, 2018

This Privacy Policy was created to help you understand what information and data *www.downeastwireless.com*, and its related pages (the "Website" or "Site"), is collecting as you use our Website. It was also created to help our customers understand what other data we collect from them, either outside of the Site or through use of our services. The Privacy Policy will also explain why DownEast Wireless LLC is collecting the data, how the data is used, and how the data is protected. DownEast Wireless, LLC, which owns and operates the Website, is committed to ensuring that your privacy is protected. This is important, so we hope you will take the time to read the Privacy Policy carefully.

The terms "we," "our," and "us," in this Privacy Policy refer to DownEast Wireless LLC. "You" and "your" refer to you, as a user of our Website.

BY USING AND/OR PARTICIPATING IN/ON THE SITE, YOU SIGNIFY THAT YOU HAVE READ THE TERMS IN THIS PRIVACY POLICY AND AGREE TO BE BOUND BY, AND COMPLY WITH, THEM. IF YOU DO NOT AGREE TO BE BOUND BY, AND COMPLY WITH, THESE TERMS, PLEASE PROMPTLY EXIT THE SITE.

Information We Collect

Information is also collected from you at several different points during your visit to the Website. We also collect certain information about our customers outside of the Website and/or through our services.

Information You Give Us

At certain points during your visit to the Website, you may be asked to provide information about yourself, or given the option to provide information, such as contact information (i.e. name, mailing address, service address, home and cell telephone number(s), email address). For example, when you visit the Site, and enroll for our service, you are asked to provide your name, location of service, billing address, and phone number.

For customers, other information provided to DownEast Wireless outside of the Website will be maintained at our secure Portland, Maine, office. For example, any customers contacted, and enrolled, outside of the Website, may have their information gathered over the telephone, and this information can include billing and payment information. This information may be combined with other information collected about our customers through the Website and/or use of our services.

It is up to you whether to disclose the information necessary to use the features on the Website that allow you to provide information to DownEast Wireless LLC.

Passive Collection of Information

In addition to information that you actively provide us, we collect information about how you interact with the Site. For example, like many websites, we use cookies.

We also collect certain information about our customers when they use our services, including, but not necessarily limited to, daily data usage, IP information, and the location of devices.

Analytics, Web Beacons, & Cookies

Analytics

We use the services of third parties to collect and analyze statistical data about visitors to our Website, and to collect information, send out emails, and other mailings/correspondence. Some of these analytic and/or mailing services collect personally identifiable information about you.

Web Beacons

The Website may contain electronic images known as Web Beacons (sometimes called single-pixel gifs) that allow us to count users who have visited certain web pages. Web Beacons are not used to access your personally identifiable information; they are a technique we use to compile aggregated statistics about usage of our Website. Web Beacons collect only a limited set of information including a cookie number, time and date of a page view, and a description of the page on which the Web Beacon resides.

Cookies

We use "cookies" to collect and store information related to how our Site is used when you visit the Website in order to improve our services for you. Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and transferred to your device.

We use both session ID cookies and persistent cookies. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. We use session cookies to monitor your interaction with the Website. We also use permanent cookies to track click streams. We do not link cookie data to personally identifiable information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. The "help" feature on most browsers provides information on how to accept cookies, disable cookies, and how to receive a notice when receiving a new cookie. If you do not accept cookies, you may not be able to use some features of our Site.

Some of our business partners (such as advertisers) use cookies on our Website. We have no access to or control over these cookies. Our privacy policy covers the use of cookies by us only and does not cover the use of cookies by any business partner(s).

How We Use Information We Collect

We use the information we collect to provide, maintain, protect, and improve the Website and the services we provide on it. We also use this information to do the following:

- To identify and communicate with you;
- To respond to your requests/inquiries;
- To contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send;
- To inform our marketing strategy and approach;
- To correspond and maintain internal records regarding your inquiries about the Website (including this Privacy Policy, the Acceptable Use Policy and the Terms and Conditions of Service) and other things you may want to discuss with us;
- To maintain certain third-party analytics reports, which track non-personal Website traffic activity for the purpose of improving the website and providing the best services possible to visitors/users to/of the Website, including determining the content of greatest interests to Website visitors and what types of devices are accessing the Website; and/or restore lost data or help resolve Website visitor issues.
- To serve you advertisements for our services across different internet websites.

Contacting You By Email

We may use your contact information periodically in order to contact you to update your credit card information, inform you of planned outages, special offers, and to update you on important information about the Website and/or our services. The frequency of these messages will vary depending upon your user profile, including the types of information you have indicated an interest in.

Out of respect for the privacy of our users, we present the option to opt-out of receiving newsletters and/or commercial e-mails whenever such messages are sent by us by clicking the opt out link. E-mail messages from third parties are not governed by the opt-out provisions of this Privacy Policy,

but all such third parties are strongly encouraged to include opt-out procedures in their messages to you.

Disclosure of Information to Third Parties

From time to time we may decide that it is more efficient to use third parties to perform specific services, such as processing customer payments for our services. If we use a third party to provide a specific service your information may be shared with those third-party partners to the extent necessary for those organizations to provide services to us or to our users. Any such organizations who receive user information for this purpose are required to keep the information confidential and only use it to provide services to us or our Site users.

We may also provide your information to third parties in the following circumstances:

- If you have authorized us to do so;
- We are legally required to do so, for example, in response to a subpoena, court order or other legal process;
- It is necessary to protect the legal rights, privacy, property, or safety of our organization, its subsidiaries, and/or affiliates, or our employees, agents, and/or contractors;
- To protect against fraud or other illegal activity or for risk management purposes;
- To protect the safety and security of visitors to the Website;
- If we accept an offer to purchase some or all of the information that we maintain about our customers, either as part of a sale of our business, the sale of some or all of our customer base, or otherwise, including, but not necessarily limited to name, service address, billing address, home phone number and/or mobile number;
- To permit us to pursue available remedies or limit the damages that you may sustain; and/or
- To enforce the Acceptable Use Policy and Terms and Conditions of Service.

We may also share aggregate, non-personal information about website usage with third parties. This aggregate information does not contain any personal information about our users.

The third-party services covered by this section do not include links to third-party websites found on the Website, which are governed by the section of this Privacy Policy ("When this Privacy Policy Applies") dealing with links to other websites.

When this Privacy Policy Applies

Our Privacy Policy applies to the Website. It does not apply to other websites or services that have separate privacy policies that do not incorporate this Privacy Policy. The Website may contain links to other websites or direct you to other websites when you use certain functionality on the Website, like when you want to pay for our services. However, once you have used these links and/or been redirected to leave our Website, we do not have control over the other websites you visit and we are not responsible for their privacy practices. Therefore, we cannot be responsible for the protection and privacy of any information that you provide while visiting such websites. You should exercise caution and look at the privacy statement applicable to other linked websites.

Controlling Your Personal Information

People have different privacy concerns. Our goal is to be clear about what information we collect and what we do with it so that you can make meaningful choices about how it is used. If you choose, you may restrict our collection or use of your information through the Website in the following ways:

- Do not submit information through the Website.
- Do not visit third-party websites through the Website. We are not responsible for the privacy practices of other sites.
- Do not send us e-mails.

Children's Privacy

This Website contains information about Fixed Wireless Service offerings as well as the ability to sign up for service. We do not intend to gather personal information online from or about children. We encourage all children and teens to seek consent from their parents before providing any information about themselves, their families, or their homes to anyone on the Internet.

Terms and Conditions of Service and Acceptable Use Policy

Please also see our **Terms and Conditions of Service** as well as **our Acceptable Use Policy**, which sets forth the terms of use, disclaimers, and limitations of liability governing use of the Website and/or our services.

Do Not Track Disclosure

We support Do Not Track. Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked.

You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

Security

The security of your information is important to us, and we strive to implement and maintain reasonable, commercially acceptable security procedures and practices appropriate to the nature of the information we store, in order to protect it from unauthorized access, destruction, use, modification, or disclosure.

While we strive to protect the information you provide to us, we cannot guarantee or warrant the security of any information you transmit to us or receive from us. This is especially true for information you transmit to us via email since we have no way of protecting that information until it reaches us since email does not have the security features that are built into our Website.

Changes to this Privacy Policy

Our Privacy Policy may change from time to time. We will post any Privacy Policy changes on this page. You should check this page from time to time to make sure you are okay with any changes that we make. If we make significant changes to our privacy practices we will provide a more prominent notice of changes to this policy. This privacy policy is effective as of December 10, 2018.

Contact Us

If you have any questions about this Privacy Policy, please contact us at:

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