

## ***Twin Lakes Broadband Internet Service Privacy Policy***

Twin Lakes Telephone Cooperative Corporation ("Twin Lakes" or "Company") is committed to protecting its Broadband Internet service customers' privacy. Users should review this privacy policy to better understand Twin Lakes' views and practices, and how they pertain to them as customers of Twin Lakes' web service.

### **What types of information does Twin Lakes collect?**

Twin Lakes may collect two types of information: personal information and non-personal information. "Personal information" refers to information that is particular to you, such as, your name, address, phone number, fax number, and e-mail address. "Non-personal information" refers to information that does not by itself identify a specific individual. This information may include the Twin Lakes site's Uniform Resource Locator ("URL") that you just came from, what browser you are using and your Internet Protocol ("IP") address.

### **How do we collect information from you?**

Twin Lakes does not collect personal information on this site without your knowledge and active participation. In general, you can visit our site without divulging any personal information; however, there are areas of this site that might require personal information in order to contact Twin Lakes directly, specifically, when registering e-mails, obtaining remote access, and contacting online technical support.

Information is collected on this site in the following ways:

- **Browsing our site**

Twin Lakes may collect IP addresses for the purposes of system administration, to gather broad demographic information, and to monitor the level of activity on our site. Twin Lakes may collect information from visitors to our site regarding the referring URL, your IP address, which browser you used to come to our site, and the pages of our site that you viewed during your visit and any search terms entered on our site.

- **Cookies**

"Cookies" are small pieces of information that are stored by your browser on your computer hard drive. Our cookies do not contain any personally identifying information. Your web browser may allow you to be notified when you are receiving a cookie, giving you the choice to accept it or not. While you can still navigate through our site if you do not accept cookies, you may not be able to register for e-mails or obtain remote access from Twin Lakes.

- **E-mail**

As noted above, on this Twin Lakes site, you are given the opportunity to send e-mail to us. Twin Lakes retains the information in any e-mail that you send to us, such as your name, e-mail address, address, telephone number, etc. Twin Lakes may periodically send you e-mails or other company information. Twin Lakes will not send you e-mails if you have previously requested us not to do so and/or have not registered to receive them.

### **How is your personal information used?**

Twin Lakes uses your information in connection with delivering its products and services to you. More importantly, Twin Lakes wants to deliver a compelling online experience that will keep customers coming back to visit the service again and again. Twin Lakes uses the information supplied to it as a means to personalize portions of the service. Some of these personalized services are made available directly by Twin Lakes, while others may be offered by its content partners. In addition, Twin Lakes analyzes and evaluates customer preferences, comments, and criticisms of its offerings in order to make improvements to the present and future versions of the service.

Twin Lakes uses the personal information it collects to provide you with information or samples that you have requested. In addition, we use the non-personal information we collect to provide you with a better site experience in the future. Twin Lakes does not rent, sell or trade your private information to any non-affiliated third party.

### **Who is collecting your information?**

While you are on the Twin Lakes site, the Company may collect non-personal and e-mail information. In addition, we will provide links in this Twin Lakes site to third party websites. Twin Lakes is not responsible for the third party websites. Twin Lakes urges you to review carefully the privacy policies posted on these sites. Twin Lakes cannot guarantee the accuracy of the information found on these sites. Please be aware that Twin Lakes does not control, nor are we responsible for, the privacy policies of third parties or their company websites. This Privacy Statement applies only to Twin Lakes and the information we collect on our site.

### **With whom do we share your information?**

As described above, some of your information may be shared with third parties as a result of your navigation to the third party web site. In addition and with your prior authorization, we may, in the future, need to share certain personal or non-personal information with our affiliated companies with whom we have established business relationships. Twin Lakes will never willfully disclose individually identifiable information about its customers to a third party without first receiving that customer's permission unless Twin Lakes believes in good faith that the law requires it, or to protect the rights or property of Twin Lakes.

### **How does Twin Lakes protect your personal information?**

Twin Lakes takes reasonable precautions to protect your personal information against unauthorized access by storing the information on a secure server, which is accessible only by authorized personnel.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure and we will not be held liable should a third party illegally obtain your personal information. While we have made significant efforts to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk.

Twin Lakes takes special care to protect the safety and privacy of young people using its services. The Twin Lakes site does not knowingly collect information about children and the majority of its site is not specifically directed to children. Twin Lakes believes that children should get their parents' consent before giving out any personal information. Twin Lakes encourages parents and legal guardians to

participate in their child's experience on its web site. Children should always ask a parent for permission before sending personal information to Twin Lakes, or to anyone on the Internet.

**How do you provide consent?**

By using our Twin Lakes site, you agree with our Privacy Statement and our policies and procedures contained herein regarding the collection and sharing of your information.

**How often are changes made to the Privacy Statement and how will you learn of the changes?**

Twin Lakes reserves the right to change, modify or update this Privacy Statement at any time without notice. In the event of any modification, we will post the changes in this Privacy Statement so that you will always know what information we are gathering and how we might use that information. However if such changes are material, we will either announce the change on the home page of the site or take such other action as we deem appropriate under the circumstances. Accordingly, you should periodically visit this page to determine the current Privacy Statement to which you are bound.