

# PRIVACY POLICY

## Notice of Accessing, Collecting, Storing, Using and Disclosing Customer Information

Protecting our customers' information and privacy is a top priority. APX Net's (APX Net, Inc) Privacy Policy and Notice of Accessing, Collecting, Storing, Using and Disclosing Customer Information (Privacy Policy) covers APX Net, its employees, and is effective October 30,2020.

We treat information about our customers, including personal information, as confidential, consistent with all legal and regulatory requirements. We employ a combination of technology and standard practices to ensure your information is safeguarded from unauthorized access or exposure. The information we collect about you in the course of conducting normal business will only be shared with third parties for maintenance, upon your consent or as required by law. Except as is necessary for APX Net to:

- Provide for needed maintenance or operation of designed network or cable modem access services
- Services required by state or federal law
- Plan, implement or evaluate telecommunication services or management, under contract with APX Net
- Provide personal information pursuant to a lawful warrant or court or law enforcement order, after prior notice to you unless such notice is prohibited by law
- Provide personal information to emergency responders in situations involving an imminent threat to life or property

Below is a series of Frequently Asked Questions describing how APX Net uses and protects the information we collect about our customers, including information collected using APX Net's Website. Provided below are additional details on categories of information we collect and use, the third parties with whom we share this information, the purposes for which we collect, use and share the information, and the approximate period of time that we retain the information.

### What categories of information does APX Net collect?

We collect customer information based on our business relationship with you and your use of our services and other products we provide. Some examples include:

- Contact information that allows us to communicate with you, including your name, address, telephone number and email address
- Billing information related to your financial relationship with us, including your payment data, credit history

### How is the information collected?

- We collect customer information in a variety of ways, including:
- When you set up your account and interact with us regarding your account, perhaps through 3rd party APX Net Agent
- When you choose to engage with us through our website
- When we interact with third parties such as credit agencies

### Why is the information collected? How is the information used and how long is it retained?

This privacy policy is aimed at protecting personal information (i.e., information about you) that includes identifiable information about your account, such as the name on the customer account, addresses and telephone numbers associated with the account, and the account number.

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We use personal information to administer your account and inform you about your account, as well as to manage, provide, and improve our services and business operations. Some examples include:

- To generate your customer billing statement, and otherwise, in connection with billing and payment on your customer account
- To enable you to see your monthly invoice via secure access on the Internet (available to wholesale customers or commercial customers)
- To communicate with you about specific programs or opportunities offered by APX Net that may help you to lower your costs or realize other benefits

We generally retain personal information about your billing, such as seven years for individual customer billing records. As a general policy, we collect and retain only as much personal information and only for such periods of time as is reasonably necessary to provide services to you or as authorized or required by law.

## **How does APX Net protect customer information from unauthorized access?**

We understand that system and data security is a top priority for our customers. APX Net takes extensive measures to ensure the integrity of our systems and to secure and protect customers and customer data. We safeguard customer information on secure systems with restricted access and have implemented appropriate security controls to protect the information when it is stored or transmitted by us. Contractors acting on APX Net's behalf are required to comply with our privacy policy.

## **Is my customer information disclosed to others?**

APX Net does not release personal customer information to any other person or business entity without your prior written consent.

There are, however, certain exceptions that have been authorized or needed to provide services to you. APX Net may release personal information without your prior written consent as follows:

- To law enforcement officers, pursuant to legal process (such as a warrant or subpoena approved by a judge)
- To contractors providing utility-related services on behalf of APX Net—but only to the extent necessary to render the service and subject to confidentiality and security obligations
- To the USAC or FCC (or other governmental agencies with jurisdiction over APX Net) when they require such information;
- To others as required by court order or by applicable laws, rules, or regulations governing APX Net
- To credit reporting agencies and collection agencies if your account is assigned for collection
- To emergency responders in situations of imminent threat to life or property

We do not sell or provide personal customer information to third parties for their commercial benefit.

## **What information do we collect about you on our Website and how do we protect the privacy of your information stored or exchanged on our Website?**

### **Information We Collect**

If you register to access various services involving your business account on the website, you may be asked to submit personal information such as your APX Net account number, name, address, phone number and e-mail

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address. You may also be asked to submit additional personal information or financial information in order to use certain specific services offered in these customer account transaction areas. We will protect all information you provide us on the website, as set forth in this Privacy Policy.

## **How We Use the Information**

We ask you to provide personal information when you access various customer services offered on the website, and that information enables us to provide you with better service. We may use this information to contact you to respond to an inquiry that you send to APX Net or to keep you informed about APX Net and its services. If you send us an e-mail, then we consider e-mail communication to be at your consent, and we will e-mail you.

In order to provide you with services offered on our website, or to complete transactions or requests initiated by you on the website, we may transfer you to outside services provided by third-party operators. In certain instances, the third-party content may be “framed” in such a way it appears that you are still on APX Net’s website. In such cases, we will have agreements with those third parties whose websites you may be transferred to, under which the third parties agree to maintain the confidentiality of personal information about you and to use it only to help us serve you.

Other than as discussed in this Privacy Policy, APX Net does not release personal information about you to any other person or business entity without your prior written consent. Written consent may be obtained electronically, such as by e-mail. We request that you protect the confidentiality of your user name and password and other personally identifiable information that you access on APX Net’s website. Because you are responsible for your use of APX Net’s website, please use your discretion when choosing to share your user name or password with anyone who could use it to access your personal information without your consent.

**Our Use of Your IP Address.** An Internet Protocol (“IP”) address is a number automatically assigned to your computer every time you browse the Internet. When you visit the website, our servers log your current IP address. We may use your IP address to help diagnose problems with our servers and to administer the website. Your IP address is not tied to your personal information and we do not use it to identify you when logging IP address data.

## **Our Use of Cookies.**

When you visit the website, our server may create cookies, making it more convenient for you to use the website by verifying when you travel from page to page. The data we collect on website usage from cookies is not tied to your personal information and we only use it in aggregate form.

## **Security**

Once you login to APX Net’s online services, any account information you enter or that is displayed in your browser window is secured using an industry standard security technology known as Secure Sockets Layer (“SSL”). By using SSL, we attempt to safeguard the confidentiality of your personal and financial information. Your browser must be capable of supporting SSL. Please check with your browser manufacturer for details.

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## **How long does APX Net keep customer information?**

APX Net maintains customer-specific and billing information for only as long as reasonably necessary, generally not more than seven years, in accordance with standards.

## **Can I give my own private information to a third party?**

Yes, customers may authorize any third party to have access to their APX Net provided information.

## **Should I be concerned about giving my private information to a third party? What are the risks if I do so? What are my rights to restrict the use of my private information?**

APX Net believes that there are many valuable and safe ways to share information with third parties. However, there are risks as well, as this information potentially contains personal data. Once provided to a third party, customers as well as APX Net may have little control of its further use. Therefore, it is important that you understand a third party's intended purpose for using your information, its limitations for use and further sharing with other parties, and your rights as a consumer and owner of such information including your right not to authorize sharing of your information, before making a decision to give your consented authorization to share your information with any third party.

APX Net's Privacy Policy and the CPUC's Privacy Rules provide you as a customer with rights and control over third parties who seek and obtain the use of your private information. In particular, you have the right to obtain notices and specific information from a third-party regarding the purpose for which they intend to use your private information; the duration of their access to your private information, the security practices and controls they use to protect your private information, the procedures by which you can revoke or limit the third party's use of your private information, and how the third party handles complaints from you and other customers regarding their use and access to your private information.

For more information on your rights and the obligations of third parties who use or access your private information, please contact APX Net at the addresses and links below. For more general information on consumer privacy best practices, please visit the Federal Trade Commission's website. What if I have questions, or disputes about this Privacy Policy or my disclosed information?

If you have questions, concerns, or disputes, or request more information on APX Net's Privacy Policy, or to request a current or prior version of APX Net's Privacy Policy, or would like more information regarding our process for altering this notice or our Privacy Policy, including how you will be informed of any changes in our Privacy Policy and where prior versions of our Privacy Policy can be made available to you, contact us using the following options: call immediately to 877.257.0481 or email [customerservice@apxnet.com](mailto:customerservice@apxnet.com).