

SIGNALNET BROADBAND

Privacy Policy

The Information We Collect

The information SignalNet gathers generally falls into four general categories: (1) personal, business, and demographic information you supply that we use primarily for evaluating applicants and conducting market research; (2) information you supply when you register or initiate transactions; (3) tracking information gathered as you navigate online; (4) information required to enable your use of certain applications. Some of this information identifies a particular person, but much of it does not. Third-party providers, whose sites are featured on and accessed via our site, or third party manufacturers of devices that can be used by you on our network, may gather information as well.

When you interact with SignalNet Broadband, when applying for Service, for example, we may request some or all of the following information:

1. Contact information (e.g., name, address, telephone number, and e-mail address)
2. Credit card, debit card or check card and SignalNet account number
3. Driver's license
4. Company name (for corporate accounts)
5. Household characteristics (e.g., number of children and number of Internet users)
6. Technology employed (e.g., type of Internet access and specifications for your computer)

Why We Collect This Information

We need this information to process your application or service order and to conduct market research. If we have trouble processing your application or order, we use the contact information you provide to get in touch with you. We also use your contact information to provide you with SignalNet updates or to assist you with your wireless Broadband Internet service and to inform you of new products or services that may be of interest to you.

Use of Cookies

To help make our website more responsive to your needs, we use a standard feature of browser software nicknamed "cookies." We use cookies to help us tailor our website to your needs, to deliver a better, more personalized service, and to remember certain choices you've made so you don't have to re-enter them. A cookie is a text file that is placed on your hard disk by a web page server. Cookies

cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize SignalNet pages, or register with SignalNet sites or services, a cookie helps SignalNet recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, preferred email address, and so on. When you return to SignalNet Broadband, the information you previously provided can be retrieved, so you can easily use the SignalNet features that you customized.

We use two kinds of cookies: (i) temporary or "session"-based cookies that contain certain information about a user's or visitor's use of our website at a particular time and (ii) "persistent" cookies that contain certain account-related information about a registered user's use of our website. Session-based cookies are automatically disabled or deleted when a user or visitor to our website closes his or her browser software at the end of session. Persistent cookies remain stored on a registered user's computer system until he or she disables or deletes them. Of course, if you set your browser not to accept cookies or you delete them, you may not be able to take advantage of the personalized features enjoyed by other visitors to and users of our website.

Information Collected by Third Parties

Of course, our site includes links to other web sites, and provides access to products and services offered by third parties, whose privacy policies we don't control. In addition, some manufacturers of devices that can be used on our network (whether co-branded with the SignalNet brand name or not) may include in such devices software to monitor device usage and performance, and an embedded web browser that can be remotely activated by the manufacturer without your knowledge. Such browsers are typically used by the manufacturer to remotely connect to devices in order to send software updates or gather device performance data such as, for example, session duration, or volume of bytes downloaded and uploaded. In some instances manufacturers may share with SignalNet some or all of the information they collect (in which case the shared information will be subject to SignalNet's privacy policy), however SignalNet does not control how those manufacturers may use information they collect and you should check your device manufacturer's privacy policy. When you (a) access another web site, purchase products or services or conduct other transactions through a Web site linked to our web site, or (b) use a device in which the manufacturer has embedded monitoring software and a web browser, use of any information you provide or which is otherwise gathered by such manufacturers is governed by the privacy policy of the operator of the site you're visiting, the provider of such products or services, or the manufacturer of the device, as applicable. The provider's or manufacturer's privacy practices may differ from ours, and we are not responsible for their actions. Please be aware that these third-party sites or manufacturers may also use their own cookies, web beacons or third-party software or "spyware", for which we are also not responsible.

Disclosure of Information

We consider the personal information contained in our business records to be confidential. SignalNet will not read, listen to or disclose to any third parties private e-mail, conversations, or other communications, except as described here, that are transmitted using our services. We may sometimes disclose information about you to our business partners or to others who work for us. We may access and/or disclose your personal information if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on SBI; (b) protect and defend the rights or property of SignalNet including, without limitation the security and integrity of our network; or (c) act under exigent circumstances to protect the personal safety of users of our services or members of the public.

As our business grows, we may buy or sell various assets. In the unlikely event that SignalNet Broadband, one of its business units, or substantially all of its assets are acquired by another company, information about our visitors would be among the transferred assets.

Security

SignalNet is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. For example, we store the personal information you provide on computer systems with limited access, which are located in controlled facilities. When we transmit highly confidential information (such as a credit card number) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. As effective as modern security practices are, no physical or electronic security system is impenetrable. We cannot guarantee the complete security of our database, nor can we guarantee that information you supply won't be intercepted while being transmitted to us over the Internet. We have implemented strict internal guidelines to ensure that your privacy is safeguarded at every level of our organization. SignalNet will continue to revise policies and implement additional security features as new technologies become available.

Location Information

To make wireless communications possible, Signalnet's network knows the general location of your wireless device whenever it is turned on. Your wireless device sends out a periodic signal to the nearest radio tower/cell site so that our network will know where to route an incoming communication and how to properly bill for the service. This is necessary to make wireless communications possible.

Your location information will only be used to provide the service(s) or carry out the transaction(s) you have requested or authorized. SignalNet does not and will not track your location, and any request you make to determine your location will not be paired with any information that identifies you personally.

Your wireless Broadband Internet service may also be personalized using your zip code or other location identifiers that you provided, such as an address. We use this information to serve you relevant content, and we treat the information like any other personal information under this policy.

The law permits us to disclose the call location of a device on our network without a user's consent (1) to a user's legal guardian or members of a user's immediate family in an emergency situation that involves the risk of death or serious physical harm, (2) to database management services or information providers solely to assist in delivering emergency services, (3) if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires or justifies disclosure of a device's location on the network without delay, and (4) in "aggregate" form. Aggregate data is collective data that relates to a group or category of services or customers, from which individual customer identities and characteristics have been removed.

SignalNet and Family

SignalNet takes care to protect the safety and privacy of young people using our services, and encourages you to participate in your child's experience in cyberspace. We do not sell products or services to kids. Also, we do not knowingly collect personally identifiable information from children and teenagers under the age of 18 and SignalNet does not wish to collect any such information.

Parents, please note that if you grant consent for your child to use our services, your child will be able to communicate with other users of all ages. Before providing consent, please be aware that your child will be able to disclose personal information (e.g. name, address, e-mail, and phone numbers) on his or her own. We encourage you to talk with your children about communicating with strangers and disclosing personal information online.

Federal law requires website operators who collect personal information from children under the age of thirteen to first get parental consent. SignalNet will not knowingly link to any third party web site that solicits or collects personally identifiable information from minors.

Privacy Policy

This privacy policy discloses the privacy practices for “WEBSITE”. This privacy policy applies solely to information collected by this web site. It will notify you of the following:

- What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
- What choices are available to you regarding the use of your data.
- The security procedures in place to protect the misuse of your information.
- How you can correct any inaccuracies in the information.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser or looking for “https” at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Updates

Our Privacy Policy may change from time to time and all updates will be posted on this page.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 972-429-9306 or via email at admin@signalnetbroadband.com.