

Midwest Video Solutions, LLC

Privacy Policy

Midwest Video Solutions, LLC (“MVS”) provides video services to authorized and approved distributors of such services (our “Member/ Customers”) who in turn provide video service to their members or customers (“End Users”), via a closed and managed fiber optic network. MVS also enables advanced video streaming services, over our Member/Customers’ closed managed networks, via applications developed by MVS or our Member/Customers for their End Users to access video programming on both company provided and customer owned devices while connected to the managed network. This Privacy Policy identifies and describes the way MVS uses and protects the information we collect about our Member/Customers and their End Users. All use of MVS’s products and services, as well as visits to our website, are subject to this Privacy Policy.

1. THE INFORMATION WE COLLECT, HOW WE COLLECT IT, AND HOW WE USE IT.

We may collect different types of personal and other information based on your use of our websites, products and services, or those of our Member/Customers, and our business relationship with you. 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, or with our Member/Customers, including your payment data, credit history, credit card number, Social Security numbers, security codes and service history.
- *Equipment, performance, MVS website usage, viewing and other technical Information* about your use of our network, products, services or websites.

2. WE COLLECT INFORMATION IN THREE PRIMARY WAYS:

- You give it to us when you purchase or interact with us about a product or service we offer or provide to you or to our Member/Customers, with whom you have a business relationship.
- We collect it automatically when you visit our websites or use our products and services, including our mobile application(s).
- We may obtain it from other sources, such as credit agencies.

3. WE MAY USE THE INFORMATION WE COLLECT IN A VARIETY OF WAYS, INCLUDING TO:

- Provide you with the best customer experience possible.
- Provide the services you purchase and to respond to your questions.
- Communicate with you regarding service updates, offers and promotions.
- Deliver customized content and advertising that may be of interest to you with your permission.
- Address network integrity and security issues.
- Investigate, prevent or take action regarding illegal activities, violations of our Terms of Service or Acceptable Use Policies, or those of our Member/Customers.

4. INFORMATION SHARING

a) **With our Member/Customers:** Subject to applicable legal restrictions, such as those that exist for Customer Proprietary Network Information (CPNI), MVS may share your Personal Information with our Member/Customers to make sure your experience is as seamless as possible, and you have the full benefit of what MVS and its Member/Customers have to offer.

b) **With non-Member/Customers that Perform Services for MVS:** We share your Personal Information only with non-Member/Customers that perform services on our behalf, and only as necessary for them to perform those services.

- We require those non-Member/Customers to protect any Personal Information they may receive in a manner consistent with this policy.
- We do not provide Personal Information to non-Member/Customers for the marketing of their own products and services without your consent.

c) **In Other Circumstances:** We may provide Personal Information to other third parties for purposes such as:

- Responding to 911 calls and other emergencies.
- Complying with court orders and other legal process.
- To assist with identity verification, and to prevent fraud and identity theft.
- Enforcing our agreements and property rights.
- Obtaining payment for products and services that appear on your MVS billing statements, or those of our Member/Customers, including the transfer or sale of delinquent accounts to third parties for collection.

d) **Anonymous & Aggregate Information:** We collect some information on an anonymous basis. We also may anonymize the personal information we collect about you.

- We obtain aggregate data by combining anonymous data that meet certain criteria into groups.
- When we employ third parties to anonymize or aggregate data on our behalf, the requirements for sharing Personal Information with non-Member/Customers who provide services apply.
- We may share aggregate or anonymous information in various formats with trusted third party entities and may work with those entities to do research and provide products and services.

5. LINKS TO OTHER WEBSITES

Our websites, products, and services may contain links to other websites. When you click on such links the privacy policies of the websites to which you are linked and/or their service provider (as applicable) will govern the use of your information collected on such sites. MVS does not have access to or control over any technologies or practices that may be used by third parties.

This Privacy Policy applies solely to information collected by MVS via its website, products, and services. We are not responsible for the privacy practices of other web sites. We encourage you to read the privacy statements of each and every website visited after leaving our website through such a link in order to learn how such third parties may treat your information.

6. CHILDREN

Our websites, products, and services are not intended for children under the age of 13 years. MVS does not knowingly collect or solicit Personal Information from anyone under the age of 13 or knowingly allow such persons to register for use of any of our products or services. In the event MVS learns that we have collected Personal Information from a child under age 13 without verification of parental consent, we will delete such information as quickly as possible.

7. SAFEGUARDING YOUR INFORMATION: OUR POLICY ON DATA PROTECTION AND SECURITY

- We do not sell your Personal Information to anyone for any purpose. Period.
- We maintain information about you in our business records while you are a customer, or until it is no longer needed for business, tax, or legal purposes.
- We have implemented encryption or other appropriate security controls to protect Personal Information when stored or transmitted by MVS or our Member/Customers.
- We require third parties acting on our behalf to protect any Personal Information they may receive in a manner consistent with this Policy. We do not allow them to use such information for any other purpose.

8. CUSTOMER PRIVACY CONTROLS AND CHOICES

- You can review and correct your Personal Information collected by us.
- You can limit certain types of solicitation communications from MVS, including marketing contacts made via telephone, email and text messaging.