

FARMERS INDEPENDENT TELEPHONE CO AND GRANTSBURG TELCOM

PRIVACY POLICY

Farmers Independent Telephone Company dba Grantsburg Telcom (the “Company”) is committed to protecting its customers’ privacy. Please review this Privacy Policy to better understand how the Company collects information, how that information is used and your options as to the collection and use of information. This Privacy Policy is applicable to the Company’s customers and to visitors of the Company’s website and is intended to provide information regarding the Company’s methods for collection and use of information.

What types of information does the Company collect?

Whether you are communicating with the Company or using the Company service, the Company 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 includes websites visited, network traffic data, services and features used or call record details.

How do we collect information from you?

The Company may collect information from you through communications such as via the web, or by phone, email or mail delivery, visiting our office or through the services provided to you as the customer.

Information may be collected in the following ways:

- **Browsing our site**
 - IP addresses may be collected for the purposes of system administration, to gather broad demographic information, and to monitor the level of activity on our site.
 - Information may be collected regarding the referring URL, 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.
 - E-mails may be sent by the customer to the Company on this website. The Company may retain the information in any e-mail that you send to us, such as your name, e- mail, address, or telephone number.
- **Broadband Internet Service**
 - The Company may monitor the network and take measurements of network performance and the performance of your Internet connection to improve the customer’s, or the Company’s, overall service levels.
 - During communications with the Company for service support, we may also access information about your customer premise equipment such as computers and wireless modem devices or other device settings to provide customized technical support or to install specific applications or services for your use.
 - The Company reserves the right to access broadband traffic from individual accounts for the purposes of general maintenance and management of the network, as well as upon request by law enforcement officials.
- **Provision of Information by Third Parties**
 - The Company may obtain credit information about you from third parties when you purchase products or services from the Company.

How is your personal information used?

The Company uses your information in connection with delivering its products and services to you. The Company may also use the information supplied in order to personalize portions of your service. Some of these personalized services are made available directly by the Company, while others may be offered by its content partners. In addition, the Company analyzes and evaluates customer preferences, comments and criticisms of its offerings in order to make improvements to the present and future versions of the individual service.

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

How does the Company protect your personal information?

The Company takes reasonable precautions to protect your personal information against unauthorized access by requiring employees to use secured access authentication and passwords to obtain customer information and by storing electronic file 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 via Internet transmission. 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.

The Company takes special care to protect the safety and privacy of young people using its services. The Company does not knowingly collect information about children. The Company believes that children should get their parents' consent before giving out any personal information. The Company encourages parents and legal guardians to participate in their child's experience using the Company's services. Children should always ask a parent for permission before sending personal information to the Company.

How does the customer provide consent?

By using the Company's services, you agree with our Privacy Policy and our practices and procedures contained herein regarding the collection and sharing of your information. To opt out of the sharing of your information for marketing purposes, please contact the Company.

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

The Company reserves the right to change, modify or update this Privacy Policy at any time without notice. In the event of any modification, we will post the changes in this Privacy Policy 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 Policy to which you are bound.