

SUBSCRIBER PRIVACY NOTICE

As a subscriber of cable and/or Internet services, you are entitled under federal law to know the following:

1. So that we may continue to provide reliable, high quality service to you, we keep regular business records that contain your name, address and other personally identifiable information. Such records include billing, payment and deposit records indicating the service options you have chosen. We use this information to make sure that you are being properly billed for the services you receive. We also use this information for service calls, customer surveys, bill collection, as well as our own tax and accounting records.
2. We consider information we keep to be confidential. We may collect personal information from you and may disclose it to a third party if (a) you consent in advance in writing or electronically (b) disclosure is necessary to render cable services (c) disclosure is required under court order. Disclosure “necessary to render cable services” include release of personally identifiable information to our cable employees, cable contractors we may hire, collection agencies, mailing services for the distribution of program guides, and like services. We may release information to law enforcement in an emergency situation that involves immediate danger of death or serious injury to person.
3. We will not disclose your name and address for ANY mailing list for any purpose other than our own business use. We will not disclose the extent of our particular viewing or use of a particular service or the nature of any transaction you may make over the cable system, but we may disclose that you are among those as a group who subscribe to a particular service.
4. We may also electronically test the system from time to time to determine whether you are being properly billed for the cable services you are receiving.
5. We will maintain information about you for as long as we provide service to you or if necessary for related business activities. Ordinarily, for tax reasons, we would keep records for five (5) years. When information is no longer necessary for our purposes, we will destroy the information unless there is a legitimate request or order to inspect the information still outstanding.
6. You have the right to inspect our records that contain information about you, correct any error in our information and enforce your rights under federal law, including the right to recover statutory damages and cost. If you wish to inspect the records at our system office pertaining to you or to review your stationary rights, please contact us to set up an appointment during regular business hours at 606-564-9220.