

Privacy Policy

Northwestern Indiana Telephone Company (NITCO) is committed to protecting its customers' privacy. Please review this Privacy Policy to better understand how NITCO collects information, how that information is used, and your options as to the collection and use of information. This Privacy Policy is applicable to NITCO's customers and to visitors of NITCO's website and is intended to provide information regarding NITCO's methods for collection and use of information.

1. What types of information does NITCO collect?

Whether you are communicating with NITCO or using a NITCO service, NITCO 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.

2. How do we collect information from you?

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

You may visit our site without divulging any personal information; however, there are areas of this site that might require personal information in order to contact NITCO directly, specifically, when registering e-mails, obtaining remote access, and contacting online technical support.

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 NITCO on this website. NITCO 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**
 - NITCO may monitor the network and take measurements of network performance and the performance of your Internet connection to improve the customer's, or NITCO's, overall service levels.
 - During communications with NITCO 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.
 - NITCO 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**

- NITCO may obtain credit information about you from third parties when you purchase products or services from NITCO.

3. How is your personal information used?

NITCO uses your information in connection with delivering its products and services to you. NITCO may also use the information supplied in order to personalize portions of your service. Some of these personalized services are made available directly by NITCO, while others may be offered by its content partners. In addition, NITCO 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.

NITCO 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. NITCO does not rent, sell or trade your private information to any non-affiliated third party.

4. With whom do we share your information?

Unless you request otherwise, we may share certain personal or non-personal information with our affiliated companies with whom we have established business relationships.

NITCO will never willfully disclose individually identifiable information about its customers to a third party without first receiving that customer's permission unless NITCO believes in good faith that the law requires it, or to protect the rights or property of NITCO.

5. How does NITCO protect your personal information?

NITCO 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.

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

6. How does the customer provide consent?

By using NITCO'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 NITCO.

7. Contests and Promotions

Our online contests ask viewers for contact information (e-mail address, etc.) and demographic information, mailing address, (zip code, age or income level, etc). We or the prize provider will use this contact information to contact the user if he/she is a contest winner. We will not disclose this personally identifiable information to additional parties. You may choose to tell us that you do not wish to have your information used as a basis for further contact with you regarding future contest offers.

NITCO is committed to complying with the Children's Online Privacy Protection Act of 1998 ("COPPA"). NITCO has adopted the following policies regarding the PII of children under the age of 13

1. NITCO will not knowingly collect PII from children under the age of 13. We provide contest sponsors with the voluntarily provided information only to respond directly on a one-time basis to notify the respondent that they have won our contest.
2. In areas of the Site where we are concerned that children under the age of 13 may wish to submit PII, NITCO encourages parents and guardians to spend time online with their children, and to be fully familiar with the websites visited by their children.
3. A contestant may indicate on the PII form that they wish to be notified via email of future NITCO contests. NITCO will not knowingly contact a child under the age of 13 by e-mail or by other means voluntarily provided in PII forms on our site.
4. Personally Identifiable Information ("PII") NITCO will not collect any PII about you through the Site unless you provide it to us voluntarily. You must provide PII in the following circumstances: you wish to use certain features on the Site, answering surveys, and submitting information for contests. The following policies apply only to certain pages of the Site.

8. Notice to Parents and Guardians

Protect the identity of your child by supervising them while using this Web site or any other site for that matter. We believe you should talk to your children about the safe and responsible use of their personal information while using the Internet.

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

NITCO 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.

* NITCO reserves the right to make changes to the privacy policy without notice to the user.