

# Templeton Telecom Privacy Policy

Templeton Telephone Company (“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 your information. This Privacy Policy is applicable to the Company’s customers and visitors to its website and is intended to provide information regarding the Company’s methods for collecting and use of information.

**Information Collected:** We collect personally identifiable information as needed to provide our services to subscribers or to detect unauthorized use of service. We do not collect personally identifiable information about you for any other purpose without your prior written or electronic consent. The personally identifiable information we collect typically includes: name, address, telephone number, and credit card or bank account number. We may also collect other information related to your ordering and use of service such as: service and credit records, past correspondence with you, the services you subscribe to and your navigation through those services, the purchases you make over the system, and the types and number of devices you use to connect to the system. If you rent your residence, we may have a record of whether landlord permission was required to install our service facilities as well as your landlord’s name and contact information. To provide you with the highest quality service and a more personalized experience, we also may collect information such as your locality and the service preferences you indicated through your voluntary interaction with the system. We may also maintain research records containing information obtained through voluntary subscriber interviews or surveys.

**How do We Collect Information from You:** The Company may collect information from you through communications such as via the web, phone, email, mail, or through the services provided to you as a 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, browser 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.
  - Information may be collected using Internet Cookies which track, personalize, and save information. Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your own browser to remove cookies and to reject cookies. If you choose to remove or reject cookies, this could affect certain features or services of our website.
  - Emails may be sent by a customer to the Company on this website. The Company may retain the information in any email that you send to us, such as your name, email, address, or phone 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 communication with the Company for service support, we may also access information about your customer premise equipment such as computers and wireless 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 purpose 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 sign up for services with The Company.

**Use of your Information:** We use personally identifiable information in order to provide services to you, and to help us detect theft of service. This means maintaining good business records for a number of business activities, including but not limited to records needed:

- To render service and ensure that you are receiving the services you ordered.
- To allow us to properly maintain those services and to make improvements or upgrades when necessary.
- To confirm that you are being properly billed.
- To inform you of new products or services that may be of interest to you.
- To allow us to understand the use of, and identify improvements to, our services.
- To prevent fraud, including the unauthorized use of our service.
- To operate and safeguard our network and systems.
- For legal, accounting and other purposes related to our business
- To ensure our compliance with the law

**Disclosure of your Information:** We follow industry-standard practices to prevent unauthorized use, disclosure or access to personally identifiable information. We consider all personally identifiable information contained in our business records to be confidential. We may disclose personally identifiable information if the disclosure is necessary to provide or conduct a legitimate business activity related to services provided over our systems or as required by law or legal process. We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees, or property, in emergency situations, and to enforce our rights under our terms of service and policies in court or elsewhere. Our disclosure of personally identifiable information to other parties (such as our affiliates, vendors, and agents) will depend on whether it is necessary to conduct a legitimate business activity related to services rendered to you. For example, we may engage such parties to assist us in billing and collection, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention. We may also disclose personally identifiable information about you to outside auditors and regulators. We may also collect, use, and disclose information in non-personally identifiable or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits, or any transaction you have made over our system. In the event of a merger, acquisition, or sale of all or a portion of our assets, our subscribers' personally identifiable information will in most instances,

be transferred as part of the transaction. Also, we do not sell personal identifiable information to a third party.

**Limitations on Disclosure:** Even were allowed by law, it is our policy not to disclose any personally identifiable information about you to any other parties (other than affiliates, vendors, and business partners) as necessary to conduct a legitimate business activity related to services rendered to you, unless you provide your prior consent or we are required by law to make the disclosure. Before the company ever makes subscriber name and address information available to any other parties, it will provide you with notice and an opportunity to prohibit or limit such disclosure.

**Protection of Underage Children:** The Company's websites or usage of is not intended for children under the age of 13 years. The Company 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 The Company learns that we have collected personal information from a child under the age of 13 years without verification or parental consent, we will delete such information as quickly as possible.

**How Does the Company Protect Your Personal Information:** The Company takes reasonable precautions to protect your personal information. We use a combination of physical, administrative, and technical safeguards. Internally, we require employees to use secured access authentication and passwords to obtain customer information and we store electronic file information on a secure server, which is accessible only by authorized personnel.

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 an Internet transmission. While we do our due diligence 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.

**How Long Do We Keep Your Information:** We only keep your personal information for as long as it is necessary for the purposes set out in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

**Controls for Do-Not-Track Features:** Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

**How Does the Customer Provide Consent:** By using the Company services, you agree with our Privacy Policy and 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 in writing to 115 N Main St, PO Box 77, Templeton, IA 51463 or [temptel@netins.net](mailto:temptel@netins.net).

**Will this Privacy Policy Change:** 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 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 actions 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.

**EBill SECURITY POLICY:** Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.