

WAVE.BAND, LLC Privacy Policy

This Privacy Policy is meant to help you understand what data we collect and what we do with it. This Privacy Policy applies to all Services supplied directly by WAVE.BAND, LLC (“WAVE.BAND”).

Information we collect

We collect information to provide you with our services, to bill you, and to communicate with you. We collect information from the following sources:

Information you give us

When you sign up for or purchase a service from WAVE.BAND, you may provide us with certain personal information, including identifiers such as your name, email address, home or service address, telephone number, and bank account payment information. In addition, when you contact us, we may keep a record of your communication.

Information we get from your use of our services and website

We collect certain information when we install, configure, troubleshoot, or update your services and when you otherwise use our services and website. This information may include the following

- **Device Information:** We may collect device-specific information such as your hardware model, operating system version and unique device identifiers for your devices (e.g., your computer, network hardware, etc.). WAVE.BAND may associate your device information with your account.
- **Log Information:** When you use our services or view content provided by us, we may collect and store certain information in server logs. This includes Internet or other electronic network activity information (such as details of how you used our service), and identifiers such as your IP address.
- **Location Information:** When you use the Services, we may collect and process precise and approximate geolocation information. We use various technologies to determine location, including identifiers such as IP address, GPS, and other sensors that may, for example, provide WAVE.BAND with information on nearby devices, Wi-Fi access points and cell towers.
- **Unique Application Numbers:** Certain services include identifiers such as a unique application number. This number and information about your installation (for example, the operating system type and application version number) may be sent to WAVE.BAND when you install or uninstall that service or when that service periodically contacts our servers, such as for automatic updates.
- **Local Storage:** We may collect and store Internet or other electronic network activity information locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches.
- **Cookies and Similar Technologies:** We and our affiliates and service providers may use various technologies to collect and store information when you visit our websites, and this may include using identifiers such as cookies or similar technologies to identify your browser or device.
- **Telephone Services:** If we provide you telephone services, we collect usage information, including calls made and received and their duration. We treat this information as private as required by applicable law. We do not share these records with others, unless required by law or legal process. Except when required by law or legal process, we do not listen to or record your calls to third parties. We may, however, monitor and record calls with WAVE.BAND support personnel for quality and training purposes.

Information we get from outside sources

We may also obtain identifiers, inferences, demographic and other information about our current or prospective Google Fiber WAVE.BAND users from outside sources for marketing purposes (such as publicly or commercially available demographic, geographic, address or interest information).

How we use information we collect

We use the information we collect from all of our services for the following business and commercial purposes: to provide, maintain, protect, troubleshoot, and improve the services; to develop new ones; to protect our network and our users; to enforce our rights if we determine a violation of this Privacy Policy, our Terms and Conditions, Terms of Service, or other WAVE.BAND policy has occurred; to comply with laws; and to assist us in fraud prevention or investigation. For example, we use information collected from monitoring network traffic and usage to monitor the overall quality and security of our services and analyze the information to improve our services, and we use information collected from cookies and other technologies, like pixel tags, to improve your user experience and the overall quality of our services.

We may also use your contact information, including your email and home address, to contact you for other business and commercial purposes, including to respond to your inquiries, to provide you with troubleshooting and maintenance services, and to inform you about services and products, such as letting you know about upcoming changes, programs, and improvements.

We will ask for your consent before using information for a purpose other than those that are set out in this Privacy Policy.

Transparency and choice

You may set your browser to block all cookies, including cookies associated with our services, or to indicate when a cookie is being set by us. However, it is important to remember that some of our services may not function properly if your cookies are disabled.

Information we share

We do not share your personal information with other companies, organizations and individuals outside of WAVE.BAND unless one of the following business or commercial purpose applies:

With your consent: We will share your personal information with other companies, organizations or individuals when we have your consent to do so.

For external processing: We provide personal information to our trusted businesses or persons (including external service providers, such as payment processors) to process it for us, including for the uses described in the “How we use information we collect” section above, based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures.

For legal reasons: We will share personal information with other companies, organizations, or individuals if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process, or enforceable governmental request;
- Enforce applicable Terms and Conditions or Terms of Service, including investigation of potential violations;
- Detect, prevent, or otherwise address fraud, security, or technical issues; or
- Protect against harm to the rights, property or safety of WAVE.BAND, our users, or the public as required or permitted by law.

We may also share non-personally identifiable information publicly and with our partners. For example, we may share information publicly to show trends about the general use of our services.

If WAVE.BAND is involved in any merger, acquisition, sale of company assets, transition of service to another provider, or insolvency, bankruptcy or receivership, we reserve the right to transfer your personal information in connection with such transaction. In such instances, we will strive to ensure your personal information continues to be treated in accordance with this Privacy Policy; otherwise, we will notify you and obtain your consent before your personal information becomes subject to a different privacy policy that is not materially consistent with this one.

We do not share your personal information with third parties outside of WAVE.BAND for their marketing purposes.

Children’s Privacy

Our Subscription Services are intended for use by a general audience and account holders must be of the age of majority or emancipated minors. We do not intend to or knowingly collect personal information (as the term is defined by the Children’s Online Privacy Protection Act (“COPPA”)) from children under the age of 13. If you believe your child may have provided us with their personal information, you can contact us at the address on your bill and we will delete their personal information to the extent required by COPPA. We treat information concerning Subscription Services provided for family use as that of the account holder. You can find more information about protecting children's privacy visiting <https://www.ftc.gov>.

California consumer privacy rights

If you are a California resident, this section provides information about your rights under the California Consumer Privacy Act or “CCPA”. Subject to certain limitations, the CCPA provides rights to California consumers to have notice about the collection and use of their personal information, request access to their personal information (including how we use and disclose that information), request deletion of their personal information, request to opt out of the “sale” of personal information (where applicable), and to not be discriminated against for exercising their rights.

WAVE.BAND does not sell your personal information (and will not sell it without providing a right to opt out).

Beginning January 1, 2020, if you are a California resident, you can request access to categories or specific pieces of information collected, used and disclosed by WAVE.BAND, or request deletion of your personal information, by calling 619-730-3333 or sending your request to support@wave.band. If you have any questions or concerns regarding our practices, please contact us at: support@wave.band

Customer Proprietary Network Information

If you subscribe to WAVE.BAND telephone service, federal law creates certain additional privacy protections and use restrictions with respect to a category of information known as "customer proprietary network information" or "CPNI." CPNI refers to the quantity, technical configuration, type, destination, location, and amount of your use of a telecommunications service that is made available to us solely by virtue of our relationship with you, as a customer. CPNI also includes information in your bills pertaining to your telephone service. CPNI does not include subscriber list information, such as your name, address and telephone number or other information that has been published in any directory format, or information that does not identify you personally. Examples of CPNI include information about your phone service found on your monthly telephone bill, the technical characteristics of your Subscription Services, the class of Subscription Services to which you subscribe, your current telephone charges, your long distance and local service billing records, directory assistance charges, usage data, and calling records.

You have a right, and we have a duty, under federal law, to protect the confidentiality of CPNI. WAVE.BAND does not sell your CPNI, and your CPNI will not be disclosed to third parties outside of WAVE.BAND and affiliated service providers except as required by law or detailed here.

We may use your telephone CPNI to offer you our communications-related products or services that may enhance products or services to which you already subscribe. Unless you tell us otherwise within thirty days of your first receipt of this CPNI notice, we may also use your telephone CPNI to offer you communications-related products or services that are outside of the same category of Subscription Services to which you already subscribe. You can grant, restrict or withdraw the right for us to use your CPNI for these marketing purposes at any time by contacting us at support@wave.band. When you contact us, we may ask for your consent to use your CPNI in marketing our services to you at that time. This consent applies only for the duration of the call or Internet session. We will not use your CPNI for any other marketing purposes without your permission. Restricting our use of your CPNI will not affect your Subscription Services. If you previously contacted us to approve or deny our use of your CPNI, we will continue to honor your request and you do not need to contact us again.

Changes

This Privacy Policy may change from time to time. We will post any changes to this Privacy Policy on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of privacy policy changes).