

NEKCV Privacy Policy

October 1, 2024

This privacy policy applies to services provided to you (“you,” “your,” or “Customer”) by NEKCV and its service partners (“NEKCV,” “we,” “us,” or “our”) that own and/or operate the broadband or phone services that you may purchase from us. Services may include but are not limited to High-Speed Internet service (“Broadband”), NEKCV voice services including Hosted IP Voice service and those that may that operate over a broadband connection or other local facility, and apps and other software we may provide (each a “Service” and collectively, “Services”).

All Services we provide are subject to our Terms of Service Terms of Service available at: <https://nekbroadband.org/terms-and-conditions/> for NEK Broadband and <https://cvfiber.net/terms-of-service/> for CVFiber.

WE MAY COLLECT PERSONAL INFORMATION OF OUR CUSTOMERS

By subscribing to and/or using our Services, we may collect personal information about you including but not limited to the following:

1. Information you provide to us, such as:

- a. Contact information, which may include your name, mailing address, email address, or telephone number
- b. Login credentials for our Services, such as your username and password
- c. Payment information, such as your credit/debit card or other financial account information
- d. Your Social Security number
- e. Your driver’s license, state identification cards, or other forms of identification
- f. Legal documents, such as documentation of the authority to act on behalf of another person

2. Information we collect when you use our services, such as:

- a. Household and device video selection and viewing activity
- b. Geolocation information on where you are at a specific point in time based on your service address to help us authenticate you for certain services on our platform
- c. IP addresses, device identifiers, and network equipment addresses when devices connect to our Services, and other device information, including information about Devices provided by other companies from which you use our Services
- d. User activity information, including what you search and how long you use our websites and applications, using cookies and other technologies, and information provided by other companies when you integrate their services with our Services

- e. Domain Name Server or “DNS” searches and network traffic activity when you use our Services
- f. General location information, such as the city or ZIP Code that correlates with the location of a WiFi service access point or with the license of your device IP address

This NEKCV Privacy Policy addresses how we protect the privacy of personal information that our customers are asked to provide.

WHAT WE DO AND DO NOT COLLECT

We collect and use individual customer information, including personally identifiable information, to perform our daily business of providing Internet and related services (such as phone service). We also collect and use website, network, and other service usage statistics that are critical to our operating the NEKCV network today and improving it for tomorrow.

NEKCV is a nonprofit municipal entity, and as such we work continuously to respect our customers’ desire for privacy. Any information we collect is used for the purpose of providing our customers with the best service possible.

We may also use customer information to protect customers, employees, and property against fraud, theft, or abuse, and to maintain good customer relations. We do not sell customer information or usage statistics to anyone. All information obtained through customer registration or the use of our website is used for NEKCV’s purposes only.

We do not release customer information to third parties except when needed to operate or improve our network, website, and other services, or when required by law, or to protect the safety of customers, employees, or property.

EXAMPLES OF SHARING

Some examples of sharing include:

- We must share information with contracted vendors in order to operate our network, contingent on their upholding customer privacy as we would.
- We are required to release the information if served with valid legal process. Everyone at NEKCV, including employees, vendors, and other representatives, is responsible for safeguarding our customers’ information and all communications between you and us.
- We strive to ensure that the information we obtain and use is accurate. We encourage our customers to notify us if there are any errors in obtained information or concerns regarding this privacy commitment. We strive at all times to respect a customer’s desire for privacy and we obtain and use individual customer information, and the collective information about our customers, for business purposes only including but not limited to, network monitoring, billing, marketing, and maintenance purposes, including troubleshooting.

- We do not sell your information to third parties, and release of your information to entities outside of NEKCV is only to protect customers, employees and property against fraud, theft, or abuse, or as required by law. In some instances, you may subscribe to services that require us to disclose information to third parties to ensure your and our ongoing compliance with regulations that may govern the service and the disclosure of which is a condition of ongoing receipt of the service.

CUSTOMER PROPRIETARY NETWORK INFORMATION

The quantity, technical configuration, type, features, call history, and amount of your use of voice services (known as Customer Proprietary Network Information or “CPNI”) Information provided by third parties such as:

- a. Credit reporting agencies and other entities that provide credit scoring, identity verification, fraud prevention, and similar services
- b. Landlords and property owners that provide contact and other information
- c. Government entities that may be required to provide us information to confirm your qualification to receive certain Services that we may make available to you
- d. Providers of third-party apps that you use on devices governed by this privacy policy: Some of the information we collect may be aggregated across multiple customers, with no individual personal data identified, so that we may report to state, federal, and other authorities regarding the services we provide.

Generally, NEKCV will only monitor and preserve the following Network Information:

- When Customer is using the Service;
- How Customer is using the Service, such as monitoring traffic patterns regarding websites visited, amount of data being sent or received, or other activity;
- The amount of data Customer is transmitting and receiving through the Service; and
- General information regarding the performance of the Provider Equipment installed on Customer’s property or at Customer’s premises, and its interaction with the rest of NEKCV’s Network.

However, NEKCV reserves the right to, and may, monitor, access, review and preserve any Network Information and/or content in the following situations:

- In response to an inquiry from Customer or another Authorized User on Customer’s account regarding Customer or their use of the Service or problems Customer or the Authorized User is experiencing using the Service;

- If NEKCV has reason to believe Customer is using the Service in violation of Customer's Service Agreement or any applicable statutes, rules, ordinances or regulations;
- If NEKCV has reason to believe Customer's use of the Service is negatively affecting other Customers; or
- When NEKCV is required by law or legal process to do so, or when NEKCV in good faith believes that NEKCV is required by law or legal process to do so.

YOUR RIGHTS AND OUR LIMITATIONS UNDER THE FEDERAL LAW

The Communications Act and CPNI Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, including VOIP, Hosted IP, and traditional phone service, and the information about those services contained on your bills for those Services. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, or telephone number, which is defined by the Communications Act as "subscriber list information." If you are a customer of a telecommunications service, you have the right, and we have a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI.

SECURITY

NEKCV has security measures in place in the design, implementation and operation of the site and in its underlying servers and networks. Furthermore, NEKCV maintains ongoing efforts to identify and/or block unauthorized intrusions into the site. Unauthorized attempts to upload to or change information on or otherwise cause damage to the site are prohibited. By using this site, you consent to NEKCV's monitoring of your uses of the system. If such monitoring reveals possible evidence of criminal activity or other unauthorized use, NEKCV personnel may provide your information to law enforcement or other officials, as authorized or required by law.

VERMONT PUBLIC RECORDS ACT

NEKCV may already have, or may acquire, personally identifiable information through the normal functions of our operation. The Vermont Public Records Act governs the use of any information maintained or acquired by a public agency. If state or federal law treats information as public and not confidential, NEKCV may make the record available, according to law.

COOKIES

A cookie is a small text file that a website can place on your computer's hard drive, for example to collect information about your activities on the site. The cookie transmits this information back to the website's computer, which, generally speaking, is the only computer that can read it.

Cookies may be used on NEKCV's website for purposes such as to distinguish between visitors, track information about site usage, or to enhance user experience. Most consumers do not know that cookies are being placed on their computers when they visit websites. If you want to know when this happens, or to prevent it from happening, you can set your browser to warn you when a website attempts to place a cookie on your computer. If you have any questions about this policy or believe that it has not been followed, please contact us.

WILL THIS PRIVACY POLICY EVER CHANGE?

Yes, NEKCV is constantly working to improve the Service, so NEKCV will need to update this Privacy Policy from time to time as NEKCV's business practices change and service offerings increase, and/or there are changes in local, state or federal laws. NEKCV will also make stylistic, organizational and/or grammatical changes to present NEKCV's privacy practices in a user-friendly, easy to read manner.

NEKCV will alert Customers to any such changes by placing a notice on NEKCV's Site with the effective date of the revised Privacy Policy, and/or by sending Customers an email, or by some other means to the extent required by law. Please note that if Customers have not provided NEKCV with Customer's email address or Customer has not updated Customer contact information, those legal notices will still govern Customer use of the Service, and Customer is still responsible for reading and understanding all notices posted on NEKCV's website. Customer's continued use of the Service or website after notice of any changes have been provided will indicate Customer's acceptance of such changes, except where further steps are required by applicable law.

Use of Customer's Personal Information is primarily governed by the Privacy Policy in effect at the time the Customer subscribed to the Service or visited the NEKCV website. If NEKCV elects to use or to disclose Personal Information that identifies Customer as an individual in a manner that is materially different than that stated in the Privacy Policy in effect at the time you subscribed to the Service or visited the NEKCV Site, NEKCV will provide Customer with an opportunity to consent to such use or disclosure. Depending on the circumstances, that consent may include an opt-out.

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