



We are committed to respecting and protecting the privacy of our customers. This privacy notice applies to those customers who subscribe to our cable television service ("Video Service"), high-speed Internet service ("Internet Service"), digital phone service ("Voice Service") and any other communications service we may provide to you (collectively or individually, the "Service" or "Services"), whether individually or as part of a bundle of Services. This privacy notice gives you a general understanding of how Vyve protects your privacy in connection with the provision of the Services, as well as your rights under the Cable Communications Policy Act of 1984, as amended (the "Cable Act"), and Section 702 of the Federal Telecommunications Act of 1996, as amended.

This notice does not cover anonymous or non-customer information that we may collect from our website, <https://vyvebroadband.com> ("Website"), which contains its own privacy policies, or any applications, web services or tools that you download or access from the Website.

We may modify this privacy notice at any time. We will notify you of any material change(s) through written, electronic or other means permitted by law. If you find the change(s) unacceptable and if the change(s) materially and adversely affect your Service, you have the right to cancel Service. If you continue to use the Service following notice of the change(s), we will consider that to be your acceptance of and consent to the change(s).

This notice is published at www.vyvebroadband.com/company/policies where the most current version is maintained. We will also provide you with a copy of this notice annually, whether or not there have been modifications. We encourage you to read this notice carefully and contact us with any questions. This notice only covers information about you that is collected by us in connection with the provision of the Services. We refer to such information as "customer information." The policies described in this notice do not apply to third parties who may host content, applications and advertisements on our websites and portals, or to third-party online services that you may access with our Internet Service. You should read the privacy policies for these other products, services, websites and providers to learn how they handle your personal information. When we use the terms "Vyve," "Company," "we," "us" and "our" in this notice, we mean Vyve Broadband A, LLC, Vyve Broadband J, LLC, Northland Cable Television, Inc., Northland Cable Properties, Inc., Northland Cable Ventures, LLC, Eagle Broadband Investments, LLC and/or any of their subsidiaries. "The terms "you," "customer" and "subscriber" refer to you as a subscriber of one or more of our Services.

A. What Types of Customer Information Does Vyve Collect?

Vyve collects customer information from you when you subscribe to and use our Services, including personally identifiable information, such as your name, physical address, telephone numbers, social security number, driver's license number, and email addresses ("Personally Identifiable Information"). Vyve also collects other non-personally identifiable information, such as (i) IP addresses, (ii) MAC addresses and other equipment identifiers, (iii) general location information, (iv) demographic, billing, maintenance, repair, service, equipment, software, and usage information, and (v) settings and preferences, to aid in customer support and in recommendations for you. If non-personally identifiable information is directly linked to Personally Identifiable Information, it will be considered personally identifiable information while it is linked. Personally Identifiable Information does not include aggregated or de-identified data that does not identify a particular person or persons. When we first set up our Services for you, and during any later changes or updates, we may collect technical information about your televisions, set-top boxes, computer hardware and software, cable modems, telephones and/or other cable or other service-related devices, customization settings and preferences and additional information about the Service options you have chosen. We may remotely check equipment for purposes that include diagnostics and network security and maintain records of the results.

In addition, we generate and maintain billing and account information such as billing, payment, and deposit history; the Services to which you have subscribed; customer correspondence and communications records; information about your satisfaction or usage of a Service that we obtain from subscriber interviews or questionnaires or other feedback from you; and maintenance, repairs, and complaint information.

Sometimes, we also obtain additional information from outside sources to supplement the information we collect from you. We might add information about you or your community available from research consultants, marketing firms or other third parties (such as the information that merchants use in delivering catalogues by mail, or census information about neighborhoods).

If you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord's name and address. We may also collect information from third parties to verify information you have provided and from credit reporting agencies to, for example,

determine your creditworthiness, credit score and credit usage.

Information Collected on Our Website: We may collect information about you via our Website, such as when you purchase Services, register to access your Vyve customer account online, sign up for an e-mail newsletter, contact our customer service representatives via an e-mail link or online chat, complete an online form or survey, or visit a Website page. Information collected through the Website that is not associated with information about the Services is governed by the Website's Privacy Policy.

Service-Specific Customer Information: We may also collect the following Service-specific customer information depending on the Service or Services to which you subscribe:

Voice Service: As part of delivering Voice Service, we collect information about your use of Voice Service, including information about calls made and received and their duration, calling patterns, the Service features and functions you use and the frequency of such use, and information contained on your telephone bill concerning the Voice Service you receive. When that information is accompanied by your name, address, or telephone number, it is known as customer proprietary network information or "CPNI" and is subject to special protections as described in Section D below.

High-Speed Internet Service: If you subscribe to our Internet Service, we transmit, and may collect and store for a period of time, information generated by the Internet Service when you send and receive email, video mail, and instant messages; transfer and share files; make files accessible; visit websites; or post blogs, comments, or other information. If you use a web-based email service, we do not collect any information regarding the emails that you send and receive. When you use our Internet Services, our system may automatically log information concerning Internet addresses you contact, and the duration of your visits to such addresses; however, we do not use or disclose any Personally Identifiable Information that may be derived from these logs for marketing, advertising or similar purposes. We have access to Personally Identifiable Information about you and your data account, including the name and address associated with a given IP address. We also have information about how often and how long you use our Service, including the amount of bandwidth used; technical information about your modem; and your general geographical location.

Video Service: If you are a Video Service subscriber, we may automatically collect information when you use our systems such as by ordering or viewing on-demand programming, or engaging in other interactive programming features. This information is primarily used to carry out the requests you make using your remote control, set-top box, or other equipment. It may also include other information such as the time you use our Video Service, the use of other features of our Video Service, and which menus and menu screens are used most often and the time spent using them. Information collected from the Service is not maintained on a personally identifiable basis, except in connection with billing for usage of video on demand or pay-per-view services or as necessary to fulfill any other request or order you make via the transactional and interactive Service. Some of our advertisements may invite interactive or transactional follow-up from you. If you request products, services, features or information via such interactive advertisements, we collect and use the information generated by the request, including Personally Identifiable Information when necessary, in order to carry out your request.

We may also collect channel tuning data to determine which programs are most popular, how many people watch a program to its conclusion and whether people are watching commercials, as well as other audience measurement-focused information. All Personally Identifiable Information is removed from this data. Vyve, or our contractors or agents, may from time to time share this de-identified information with our advertisers, content providers, or other third parties working on our behalf such as audience measurement or market research firms. These firms may combine this information with information about you or your community (such as the information that merchants use in delivering catalogues by mail, or census information about neighborhoods) to provide us with audience analysis data. Our audience measurement helps us and the program networks we carry decide on which programs and channels to carry and to improve our Video Service.

We also use this information to provide you with a more personalized experience by directing advertisers to the channels that produce more sales as they consider, design, and evaluate advertising campaigns.

In addition to this notice, we may provide additional notices to you regarding specific advertising or other initiatives. These notices will describe the initiatives in greater detail and may, as appropriate, contain information you can use to choose to participate, or not participate, in these initiatives.

B. How Does Vyve Use Customer Information?

We use customer information, including Personally Identifiable Information, primarily to conduct business activities related to our provision of reliable, high-quality Vyve Service and to help us detect theft of Service. More specifically, we may use the information we collect from you to:

- Provide content, products and services, including the operational, management, and billing support necessary to accomplish those business purposes;
- Communicate with you about your account or transactions and send information about features and enhancements to the Service(s)
- Communicate about changes to our policies
- Personalize content and experiences, including providing recommendations based on your preferences
- Send offers or promotions for our products, services or special events
- Send offers or promotions for third-party products, services or special events
- Provide advertising, including advertising based on your activity through the Services
- Administer contests, sweepstakes, promotions, or surveys
- Optimize or improve our products, services and operations
- Detect, investigate, and prevent activities that may violate our policies or be illegal
- Perform statistical, demographic, and marketing analyses of users of the Website and their purchasing patterns

We may combine information we gather about you from multiple Services into a single record. We may also use or combine information that we collect offline or we collect or receive from third-party sources to enhance, expand, and check the accuracy of your customer records.

We may use your information in other ways not listed here, for which we will provide notice at the time of collection and as required by legal process.

Interest-Based Advertising

Vyve wants to make the advertisements it provides more relevant to you. We may collect and use information about you to deliver or facilitate the delivery of targeted advertisements for our Services or other services. Vyve uses third-party advertising companies to identify and present tailored online advertisements for our Services and products. We will not permit these third party advertising companies to use your name, address, e-mail address, telephone number or other Personally Identifiable Information for their own purpose.

C. When Does Vyve Disclose Personally Identifiable Information to Third Parties?

Unless prior written or electronic consent is obtained from you, we may disclose your Personally Identifiable Information only (1) when it is necessary to render Services to you, or to carry out related activities for our ordinary business purposes, at a frequency that varies in accordance with the particular business need, or (2) when such disclosure is required by law. To provide Services and carry out our business activities, certain authorized people have access to your information, including our employees, entities affiliated through common ownership or control with Vyve and third parties that provide and/or support our provision of the Services. The frequency of disclosures varies according to business needs, and may involve access on a regular basis.

The types of persons to whom information about you may be disclosed without your prior written or electronic consent include: our employees; installation, repair, customer service and subscriber assistance subcontractors; entities providing services to us that we resell or license to you; sales representatives; billing and collection services; program guide distributors; software vendors; credit reporting agencies; firms conducting market research on our behalf; and other related legal entities and other entities that we engage to perform the activities described in Section B above on our behalf.

We may disclose Personally Identifiable Information without your consent to protect our customers, employees, or property in emergency situations; to enforce our rights under our terms of service and policies; if your account is referred to a collection agency or attorney; in court or elsewhere; and as otherwise permitted by law.

As part of its business activities, we may transfer our customers' information as part of the transaction if we enter into a merger, acquisition, or sale of all or a portion of our assets.

We may also disclose information about you to representatives of government, taxing, or other regulatory authorities in the furtherance of our legitimate busi-



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Vyve Broadband Customer Privacy Notice

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ness activities (collectively, "Authorities). We may also disclose information about you to service providers that assist us in such disclosures to Authorities. We are sometimes required by law to disclose customer information, as explained in more detail below in Section E.

Federal law allows us to disclose "mailing list" information, including your name and address, to third parties for their own use, unless you tell us otherwise. Mailing list information does not include the extent of your viewing or use of a particular Service, including the extent of your use of our Internet Service, the nature of any transaction you make over our cable system, or any information that constitutes CPNI. At this time, we do not share such mailing list information with third parties for such third parties' own use. If we decide to do this in the future, we will amend this privacy notice and give you adequate notice of how to restrict our use of such information.

Vyve, or our contractors or agents, may share non-personal and/or aggregate information with third parties, such as the number of Service subscribers who match certain statistical profiles (for example, the number of subscribers in various parts of the country) with our advertisers, content providers, or other third parties with whom we have a relationship.

D. Special Rules Associated with Voice Service

If you subscribe to a Vyve service classified as a "telecommunications 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. Examples of CPNI include information about your phone service found on your monthly telephone bill, your current telephone charges, your long distance and local service billing records, directory assistance charges, usage data, and calling records.

We may use your CPNI to offer you communications-related products or services that may enhance the Services to which you already subscribe, or to offer you certain other Vyve Services. In addition, when you contact us, we may ask for your consent to use your CPNI in marketing our services to you at that time. Such consent will apply only for the duration of that call or Internet session, and withholding your consent will not affect your Service. Although federal law permits us to use CPNI for certain other marketing efforts, we have elected not to use CPNI for such marketing purposes at this time. We also do not provide or sell your CPNI to any third party for marketing activities.

For the protection of residential Voice Service subscribers, we will not disclose your call detail records over the phone to an inbound caller, and we require the use of a PIN and/or the creation of a password to log into accounts where you can view your CPNI online. We may disclose customer information, including Personally Identifiable Information, in connection with our Voice Service, such as in connection with providing directory service, Caller ID, and 911/E911 services. In using our Voice Service, your name and telephone number may be transmitted and displayed on a Caller ID device unless you have elected to block such information. You may dial *67 to prevent display of your Caller ID. Caller ID blocking may not prevent the display of your name and telephone number if you dial certain business numbers, 911, 900 numbers, or toll-free 800, 888, 877, 833, 844, 855 or 866 numbers. Your name, address and phone number may be distributed in telephone directories or through directory assistance, and this information may be repackaged and made available in different formats by anyone. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in our telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. We may also disclose limited customer information to telephone companies so that your calls can be properly routed.

E. When Is Disclosure of Customer Information Required by Law?

We must disclose customer information, including Personally Identifiable Information, when required by the terms of a valid legal process, such as a subpoena, court order, or search warrant. If a court order requires us to disclose Personally Identifiable Information to a third party, we are required to notify you. If you subscribe to our Video Service, under federal law, you must be afforded the opportunity to appear and contest the order in court.

In addition, in accordance with the USA PATRIOT Act of 2001, we may be required to disclose Personally Identifiable Information to law enforcement officials in accordance with both court orders and subpoenas; however, we may not dis-

close records revealing your selection of video programming. You may not be entitled by law to prior notice or the opportunity to contest these disclosures.

If you subscribe to our Internet or Voice Services, the same requirements do not apply. Instead, in some instances we may disclose Personally Identifiable Information and CPNI about you to government entities or to comply with a court order or subpoena without your consent and without advance or any notice to you. In other situations (for example, if you owe or are owed welfare or child support), state welfare agencies may by administrative subpoena obtain your name, address, and other information as it appears in our records. We are required to notify the National Center for Missing and Exploited Children of information about child pornography that we become aware of in the course of providing our Services. This information may be provided without a court order, and we do not have to give you notice and the opportunity to contest such disclosure.

If we notify you of specific legal requests or orders for Personally Identifiable Information, and there is an opportunity for you to object to such disclosures, it is then up to you to object or take specific action to prevent these disclosures.

F. Can I prohibit Vyve's Use and Disclosure of My Customer Information?

At this time, we do not share your Personally Identifiable Information with third parties for their own marketing purposes.

In the event we change these practices in the future, we will provide you notice and the opportunity to restrict the use and disclosure of your information for these purposes.

You may also opt out of receiving future e-mail marketing messages and e-mail newsletters from Vyve. We provide you with the opportunity to opt out of such communications from us by clicking the "unsubscribe" link at the bottom of each marketing e-mail. We will also provide you with the opportunity to opt out of on-line targeted advertisements through an opt-out mechanism provided in or near the advertisement. Please note that you may not opt out of our communications with you that are related to your use of the Website or Services.

G. How Long Does Vyve Keep Customer Information?

We will maintain Personally Identifiable Information about you only as long as it is necessary for our business purposes. This period includes the time during which you are a subscriber to our Service, plus a period of time after you cease to be an active subscriber in order for us to comply with tax, accounting and other legal requirements. When this information is no longer needed for these purposes, it is our policy to destroy or de-identify the information.

H. How Does Vyve Protect Children's Privacy?

We do not knowingly collect, sell or share Personally Identifiable Information from anyone under the age of 13. Our Internet Service is not directed at, or intended for use by, children under the age of 13. Other services or web pages accessed through our Service may have different policies on collection of information pertaining to children and you should consult their privacy policies and read their notices.

I. May I Inspect My Customer Information?

You have the right to see the Personally Identifiable Information about you that we collect and maintain in our regular business records. In most cases, the Personally Identifiable Information contained in these records consists solely of billing and account information. If you would like to see your Personally Identifiable Information, please contact us by mail at Four International Drive, Suite 330, Rye Brook, NY 10573, Attn: Legal Department, giving us a reasonable period of time to locate and, if necessary, prepare the information for your review, and to arrange an appointment during our regular business hours. You will only be permitted to examine records that contain Personally Identifiable Information about your account and no other account. If your review reveals an error in our records, we will correct it. We reserve the right to charge you for the cost of retrieving and photocopying any documents that you request.

J. Your Rights under Federal and State Law

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly at the address provided above in order to resolve your question or concern. You may also enforce the limitations imposed by the Cable Act, as applicable, with respect to your Personally Identifiable Information, through a civil lawsuit seeking

damages, attorney's fees, and litigation costs. Other rights may be available under federal or other applicable laws as well.

This Privacy Notice does not supersede, enhance, or modify any agreement to which you may be bound as a subscriber to one or more of the Services.



Vyve Broadband California Privacy Policy

VyveBroadband.com

Last Updated: April 2024

Vyve Broadband Investments, LLC, including, its subsidiaries, Northland Cable Television, Inc., Northland Cable Properties, Inc. and Northland Cable Ventures LLC (collectively, "Company," "we," "our," or "us") takes your privacy seriously. We want you to know how we collect, use, share, and protect your Personal Information and about the rights of California Consumers under California law.

This Privacy Policy addresses the following topics

- The Scope of this Privacy Policy
- The Company's Collection, Use and Disclosure of Personal Information
- Your California Privacy Rights
- How to Exercise Your Rights
- How We Will Verify Your Requests
- Requests by Authorized Agents
- The Company's Non-Discrimination Policy
- Your Right to Information About Disclosures of Personal Information for Direct Marketing Purposes
- Your "Do Not Track" Browser Setting
- Third-Party Links and Services
- Minors Under 16 Years of Age
- For More Information
- Changes to This California Privacy Policy

Assistance For The Disabled

Alternative formats of this Privacy Statement are available to individuals with a disability. Please contact us at <http://vyvebroadband.com/contact/> for assistance.

The Scope Of This Privacy Policy

What Is Personal Information?

"Personal Information" means information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California Consumer or household.

Whose Personal Information Is Covered By This Policy?

This California Privacy Policy applies to the Personal Information of residents of the State of California in their capacity as consumers ("California Consumers").

What Personal Information Does This Privacy Policy Cover?

This Privacy Policy applies to all Personal Information of California Consumers that we collect both online and offline, including through California Consumers' (a) visits to our website, and (b) applications for and use of our products, or services that reference this Privacy Policy (collectively, the "Services").

Whose Personal Information Is Not Covered By This Privacy Policy?

For purposes of this Privacy Policy, "Consumer" does not include:

- California residents who are Company's employees, job applicants, directors, officers or independent contractors (collectively, "HR Individuals"), or the emergency contacts of HR Individuals or the dependents or spouses who receive Company benefits by virtue of their relationship to an HR Individual in their capacities as HR Individuals or emergency contacts, dependents, or spouses; or
- California residents who are employees or other agents of a business engaged in a transaction with Company in their capacities as employees or agents of that business.

What Else Should I Know About The Company's Handling Of California Consumers' Personal Information?

Please read Company's Terms of Use and our General Privacy Policy available at <https://vyvebroadband.com/policies/>. They contain important information about your use of the Services. If you have any questions, please contact us using the information below.

The Company's Collection, Use And Disclosure Of Personal Information

This section of the Privacy Policy describes, for the 12 months preceding the date last updated, above, (a) the categories of Personal Information we have collected about you, (b) the sources of that Personal Information, (c) the business and commercial purposes for use, and (d) the categories of third party recipients of your Personal Information. Unless we inform you otherwise, this section also serves as our "Notice at Collection" by informing you of your Personal Information to be collected in the future and the purposes for its use.

Categories Of Personal Information Collected

In the last 12 months, Company collected the following categories of Personal Information about California Consumers:

- **Identifiers**, including: personal information that identifies, relates to, describes, or is capable of being associated with you, such as your name, alias, address, unique personal identifier, online identifier, Internet Protocol address, email address, signature,

social security number, telephone number, driver's license or state identification card number, bank account number, credit card number, debit card number, other financial information, login credentials, or other similar identifiers and account name and numbers.

- **Categories described in Cal. Civ. Code § 1798.80(e)** including those already listed in "Identifiers" above, photographs and video images, and excluding publicly available information that is lawfully made available to the general public from federal, state, or local government records.
- **Commercial information**, including: products and services purchased; product registration data; purchase, service, and installation dates.
- **Internet or other electronic network activity information**, including: IP logs, IP lease records, bandwidth usage and usage limitations, equipment identifiers (MAC Address), information necessary to apply Company's Acceptable Use Policy and comply with applicable law and requests for disclosure made by federal, state and local law enforcement, information collected regarding your activities and interactions with Company's web site or web portals, such as login dates and times, pages visited, forms submitted and service requests, and information collected from surveys submitted.
- **Sensory information**, including: voice recordings made during customer service calls, surveillance videos at Company offices and facilities.
- **Profile information**, including: attitudes and impressions collected from comments on Company's web site, email, social media resources, service calls, customer service interactions; customer purchasing patterns, customer usage patterns.

Disclosure Of Personal Information To Third Parties

In the last 12 months, Company disclosed the following categories of Personal Information about California Consumers to the following categories of third parties for a business or commercial purpose:

No Sale Of Personal Information

The Company does not sell California Consumers' Personal Information.

Your California Privacy Rights

Right to Know

California Consumers have the right to submit a verifiable request to know:

- The categories and specific pieces of Personal Information that Company has collected about them;
- The categories of sources from which Company collected the Personal Information;
- The categories of Personal Information that Company sold or disclosed to a third party (other than a service provider) for a business purpose and the categories of recipients of that information; and
- The business or commercial purposes for Company's collection, disclosure, or sale of the Personal Information.

Right To Delete

California Consumers have the right to submit a verifiable request for deletion of their Personal Information that Company has collected from the Consumer.

- Right to Opt Out of Sale of Personal Information
- California Consumers have a right to opt-out of the sale of the Personal Information. However, as stated above, Company does not and will not sell Personal Information.

How to Exercise Your Rights

Company will respond to requests in accordance with applicable law if it can verify the identity of the individual submitting the request. California Consumers can exercise their rights in the following ways:

- Complete the online request via the Company's web site: <http://vyvebroadband.com/contact/>.
- Contact by telephone: (855)367-8983.

Requests By Authorized Agents

You may designate an authorized agent to exercise your right to know or your right to delete by submitting to us a completed "Authorized Agent Designation" form. You can obtain the designation form by contacting us at <http://vyvebroadband.com/contact/>.

If an authorized agent submits a request to know or a request to delete on your behalf, the authorized agent must submit with the request either (a) a power of attorney that is valid under California law, or (b) a document signed by you that authorizes the authorized agent to submit the request on your behalf. In addition, we may ask you to follow the applicable process described above for verifying your identity.

How We Will Verify Your Requests

The processes that we follow to verify that the person making a request to know or a request to delete is the person about whom we have collected

personal information are described below.

- **Requests To Know Categories Of Personal Information:** We will match at least two data points that you provide with your request to know, or in response to our request for verification information, against information about you we already have in our records and that we have determined to be reliable for purposes of verifying your identity. Examples of relevant data points include your mobile phone number, your zip code, or information about products or services that you have purchased from us.
- **Requests To Know Specific Pieces Of Personal Information:** We will match at least three data points that you provide with your request to know, or in response to our request for verification information, against information that we already have about you in our records and that we have determined to be reliable for purposes of verifying your identity.
- **Requests To Delete Personal Information:** Our process for verifying your identity will depend on the sensitivity (as determined by Company) of the personal information that you ask us to delete. For less sensitive personal information, we will require a match of two data points as described in Point No. 1, above. For more sensitive personal information, we will require a match of three data points as described in Point No. 2, above.

We have implemented the following additional procedures when verifying the identity of requestors:

1. If we cannot verify your identity based on the processes described above, we may ask you for additional verification information. If we do so, we will permanently delete the verification information that you provide promptly after we have completed the verification process. We will not use that information for any purpose other than verification.
2. If we cannot verify your identity to a sufficient level of certainty to respond to your request, we will let you know promptly and explain why we cannot verify your identity.

The Company's Non-Discrimination Policy

California Consumers have the right not to be subject to discriminatory treatment by Company for exercising their privacy rights under the California Consumer Privacy Act, and Company will not discriminate on that basis. However, Company may charge a California Consumer a different price or rate or provide a different level or quality of goods or services if the difference is reasonably related to the value provided to the California Consumer by the Consumer's Personal Information. If Company does so, it will provide Consumers with any legally required notice.

Your Right to Information About Disclosures of Personal Information for Direct Marketing Purposes

Under California law, California Consumers can request information from us whether we have disclosed Personal Information to any third parties for the third parties' direct marketing purposes. We will not sell your Personal Information to, or share it with, third-party companies for their direct marketing purposes without your consent. California Consumers desiring to request further information about our compliance with these laws or who have questions or concerns about our privacy practices and policies are welcome to contact us using the contact information below.

Your "Do Not Track" Browser Setting

The Company collects personally identifiable information about your online activities over time and across third-party websites or online services. We support the Do Not Track (DNT) browser setting. DNT is a preference you can set in your browser's settings to let the websites you visit know that you do not want the sites collecting your personally identifiable information.

Third-Party Links And Services

We provide links to third party websites operated by organizations not affiliated with Company. We do not disclose your Personal Information to organizations operating such linked third-party websites. We do not review or endorse, and are not responsible for, the privacy practices of these organizations. We encourage you to read the privacy policy of each and every website that you visit. This Privacy Policy applies solely to information collected by Company through the Services.

Minors Under 16 Years of Age

We respect the privacy of children. Our Services are not designed to attract an audience younger than sixteen (16), and we do not knowingly collect, sell or share Personal Information from children under sixteen (16). If you are under the age of sixteen (16), you should not send us any information about yourself. Please contact us using the contact details below if you believe we may have collected information from your child under the age of sixteen (16), and we will work to delete it.

For More Information

For questions or concerns about Company's privacy policies and practices, please contact us at <http://vyvebroadband.com/contact/> or call 855-367-8983

Categories Of Personal Information Collected In The Last 12 Months	Sources Of That Personal Information	Business Purposes And Commercial Purposes For Collecting That Personal Information	Chart A
Identifiers	The California consumer himself or herself	<ul style="list-style-type: none"> • Auditing related to a current interaction with the consumer and concurrent transactions, including, but not limited to, counting impressions to unique visitors, verifying positioning and quality of impressions, and auditing compliance with the law. • Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity. • Debugging to identify and repair errors that impair existing intended functionality. • Short-term, transient use. • Performing services, including maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing advertising or marketing services, and providing analytic services. • Undertaking internal research for technological development and demonstration. • Undertaking activities to verify or maintain the quality or safety of a service or device that is owned, manufactured, manufactured for, or controlled by Company, and to improve, upgrade, or enhance the service or device that is owned, manufactured, manufactured for, or controlled by Company. • Product and service training, for example, by providing training and information on using, servicing, selling, and displaying Company's products and services. • Communications about promotions, for example, by communicating about special events, sweepstakes, promotions and surveys. • Facilitating communications, for example, by collecting and organizing contact information, establishing means of communications, and communicating with current and prospective customers, including regarding questions and feedback. 	
Categories described in Cal. Civ. Code § 1798.80(e)	The California consumer himself or herself	The purposes listed for "Identifiers."	
Commercial information	The California consumer himself or herself; Automated technologies used to provide the Services and comply with applicable law.	The purposes listed for "Identifiers."	
Internet or other electronic network activity information	The California consumer himself or herself; Automated technologies in the website; Automated technologies used to provide the Services and comply with applicable law. Third party automated technologies used to identify potential customers.	The purposes listed for "Identifiers."	
Sensory information	The California consumer himself or herself; from security recording equipment located in company facilities; from customer interaction with the Company's customer services, technical services and from the consumer's use of the Services.	<ul style="list-style-type: none"> • Auditing related to a current interaction with the consumer and concurrent transactions, including, but not limited to, counting impressions to unique visitors, verifying positioning and quality of impressions, and auditing compliance with the law. • Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity. • Short-term, transient use. • Product and service training, for example, by providing training and information on using, servicing, selling, and displaying Company's products and services. • Communications about promotions, for example, by communicating about special events, sweepstakes, promotions and surveys. • Facilitating communications, for example, by collecting and organizing contact information, establishing means of communications, and communicating with current and prospective customers, including regarding questions and feedback. 	
Profile information	The California consumer himself or herself; from third party providers; from customer interaction with the Company's customer services, technical services and from the consumer's use of the Services	<ul style="list-style-type: none"> • Short-term, transient use. • Performing services, including maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing advertising or marketing services, and providing analytic services. • Undertaking internal research for technological development and demonstration. • Product and service training, for example, by providing training and information on using, servicing, selling, and displaying Company's products and services. • Communications about promotions, for example, by communicating about special events, sweepstakes, promotions and surveys. • Facilitating communications, for example, by collecting and organizing contact information, establishing means of communications, and communicating with current and prospective customers, including regarding questions and feedback. 	

Category of Personal Information	Categories of Third Parties	Category of Personal Information	Categories of Third Parties	Chart B
Identifiers	<ul style="list-style-type: none"> • Service Providers including providers of Internet access services, telephone services, video services, billing and collection services, service installation, maintenance and repair providers, data storage or the purpose of providing, maintaining, enhancing and improving the services; and • Government agencies, law enforcement, and other parties as required by law, including in litigation (collectively, "Agencies") and other service providers that assist the Company in such 	Categories described in Cal. Civ. Code §1798.80(e)	To the same categories of third parties as Identifiers above.	
		Commercial Information	To the same categories of third parties as Identifiers above.	
		Internet or Other Electronic Network Activity Information	To the same categories of third parties as Identifiers above.	
		Sensory Information	To the same categories of third parties as Identifiers above.	
		Profile Information	To the same categories of third parties as Identifiers above.	