

# Etex Privacy Policy

## **What is a Privacy Policy?**

A Privacy Policy is a document stating your privacy protection rights as a customer. Our Privacy Policy outlines what information we collect, use, disclose, and access based on what you voluntarily give when you access our website or subscribe to one or more of our services.

## **What are the different types of information?**

Personally Identifiable Information (PII) – This is considered any personal information such as a customer’s name, street address, e-mail address, telephone number, and billing address.

Customer Proprietary Network Information (“CPNI”) – This is considered information pertaining to technological usage, including phone numbers of calls made and received, the frequency, duration, and timing of such calls, and any services purchased by the customer such as call waiting and voicemail.

## **What information do we gather?**

### **A. Information Collected Automatically**

During your visit as you browse through the website, read pages, or download information, we automatically collect and store the following anonymous information about your visit:

- the date and time you access our site;
- the pages you visit on our site;
- if you navigate to our site by clicking a link, the location of that link;
- the technical capabilities of the computer you use to access our site;
- the Internet service provider you use to connect to our site; and
- the IP address (a number automatically assigned to your computer whenever you are surfing the Internet) from which you access our site.

We use this information, in the aggregate, to make our website more useful to visitors — to learn about the number of visitors to our site and the types of technology used, to detect operational problems, and to improve the website's overall security.

### **B. Information That You Voluntarily Provide**

We do not collect personally identifiable information unless you choose to provide it to us. If you voluntarily provide us with personal information, for example by sending an e-mail or by filling out a form and submitting it through our website, we use that information only to respond to your message and to help us provide you with the information or services that you request.

**How do we use your information?**

We only use the information voluntarily given by the customer(s) for billing, services provided by Etex, for job applicants and employees, and for marketing purposes. We maintain our promise to serve our customer(s) with the utmost integrity and honesty.

**How do we disclose your information?**

There are many ways in which we may disclose your information. (1) Only with the customer(s) consent do we obtain their information including; verbal, written, or by use of the Internet and through any means of using our website. (2) We may disclose information while completing transactions for services we render to you as the customer. Other parties that assist our company in the establishment, maintenance, and continuing administration and supervision of our business in relation to our customers are also subject to the disclosure of the customer's information. Also, if your phone/personal device is in another carrier's network by means of roaming, the numbers you call or receive while in this area can be picked up by the other carrier. If at any time you purchase a product from a carrier other than Etex, that carrier is also subject to any information you may give them voluntarily. (3) A customer's information may also be disclosed at any point during specific business transfers such as bankruptcy, business mergers and acquisitions, and insolvency. This is only to support the customer(s)' needs in any such case. (4) Any information that is requested on the behalf of the law such as court orders, subpoenas, and any emergency 911 situation will be provided in accordance with applicable laws. If we feel that your information is needed in a serious injury or death related incident, we may disclose the customer(s)' personal information. Any fraudulent, unlawful, or abusive cases that are in violation with our Customer Service Agreement, signed by the customer(s), will be disclosed to the proper credit service or law enforcement agency. (5) Finally, the customer(s) should be aware that while any phone or accessories device is on, that phone or device is tracked by our location-based service. In the case of any emergency that your location is needed to be released to emergency service providers such as a 911 operator, emergency medical response teams (including, but not limiting ambulance, firefighters, and police personnel), and public safety officials, we are allowed to automatically disclose this information without consent of the customer(s).

**What laws are we in compliance with?**

We are in compliance with the Children's Online Privacy Protection Act (COPPA). We have restrictions in place that do not allow anyone under the age of 13 to subscribe to any of our services or voluntarily submit information through our website. In the event that we receive notice from a parent or guardian that a child in their care under the age of 13 has subscribed to any of Etex's service or voluntarily submitted information through our website by falsifying their age, any information given or received in any form by a child under the age of 13 will be deleted in our records. It is the responsibility of the adult customer(s) to monitor a child's usage of our website. In the case that a child under the age of 13 enters information on the website without the knowledge of an adult, Etex will hold the adult customer(s) responsible for these actions.

We are also in compliance with the Privacy Act of 1974 and the Freedom of Information Act (FOIA) that state the customer(s) rights and privileges to get any information that you voluntarily gave to our company that may be in our records. We do not give away, sell, or collect your information for any third party marketers.

**What security measures do we take?**

Etex takes every precaution to protect the information that the customer(s) entrust in our possession. There are security measures in place to protect against the loss, misuse, and any alteration of the information given voluntarily. Also, any websites visited by the customer(s) that are linked to the Etex website are not sites that Etex has personal security control over. Therefore, be cautious of giving information to unsecure sites not controlled by Etex. We are in no way responsible for any misuse, collection, or alteration of information once you have left the Etex website to another website, including those linked through our website.

**Cookies**

In order to provide a more streamlined navigational experience and to track aggregate usage information, by default, this website stores small amounts of data on your computer known as type I and type II cookies. This information is not retained by the website and is automatically destroyed by your browser after a specified period of time. If you wish to opt-out of this feature, you may do so without losing the ability to access any information or services by following [these instructions](#).

**Retention of Information** Etex retains the information collected pursuant to this Privacy Policy only for as long as needed to fulfill the purpose for which it was collected or to comply with applicable laws.

**Will we make any future alterations to this policy?**

This Privacy Policy is subject to be altered at any time. Please check this policy on a regular basis for any updates.

## **How Etex Collects Your Information**

Etex collects, and processes information provided directly by you when you install the App and register for an account to use the App. Specifically, this information includes:

- Your name, email address, location, phone number.
- Browser information and session cookies related to your access and use of the App.
- Data insights Etex attains based on correlation and analytics of your information collected in providing the App, which may be used in aggregated and dis-aggregated formats or to obtain trend analytics, to provide the App; and
- Use of the above-described collected information in aggregated and dis-aggregated formats to enhance our current App or to provide App features.

## **How Etex Uses the Information**

Etex uses the information collected as described in this Privacy Policy, including personal information, to:

- Provide you with the App as described in the Agreement.
- Implement, improve and/or enhance the App, including to make future releases available to you.
- Carry out Etex obligations as described or authorized in the Agreement and this Privacy Policy.
- Enforce Etex rights arising from the Agreement between you and Etex; and
- Fulfill any other purpose authorized by you and reasonably required for the App.