



## **PRIVACY POLICY**

This privacy policy sets out how GoNetSpeed uses and protects the personal information you provide on the GoNetSpeed website (the Website) or when you use GoNetSpeed services.

GoNetSpeed maintains an ongoing commitment to ensuring that your privacy is protected. Accordingly, any personally identifiable information provided by you to us when you use our website or services shall be used in accordance with the conditions in this agreement.

GoNetSpeed may change this policy periodically by updating this website. You should check this page from time to time to ensure that you continue to agree with the terms of this agreement.

### **The Information We Collect**

This notice applies to all information collected or submitted on the Website, or to representatives of GoNetSpeed. While using the GoNetSpeed Website or Services, you may have the opportunity to register for services, order products, make requests, and post content. Accordingly, depending on the process, you may be asked to provide the following types of Personally Identifiable Information:

- Name
- Postal Address
- Residential Address
- Email Address
- Phone Number
- Credit or Debit Card Information
- Age
- Gender or other demographic information
- Location Information

GoNetSpeed may also retain records of purchases or other transactions or payments made with us or with some of our business partners affiliated with us. However, we agree that we will only keep your payment source account number if we first obtain your consent.

### **Use of Personally Identifiable Information**

GoNetSpeed takes your privacy very seriously. Accordingly, we agree that we will use the information you provide only for the following specific purposes: to effectuate a registration made by you; to customize the advertising and content you see; to fulfill your requests for products and services (including purchases); to improve the content and overall look and feel of our Website and Services; and to contact you, conduct research, and provide anonymous reporting for internal and external clients, when necessary.

We agree that we will not share, sell, rent, or otherwise distribute your Personally Identifiable Information with outside parties, except to provide products or services you have requested through us, or in response to a validly issued subpoena, court order, or other legal process, or when necessary to establish or exercise our legal rights or defend against legal claims made by you or on your behalf. GoNetSpeed may share Personally Identifiable Information with certain vendors to fulfill and respond to Service requests and for purposes of connecting customers. When GoNetSpeed does so, we will require these vendors to treat the Personally Identifiable Information as confidential and to abide by the terms of our Privacy Policy.

From time to time, we may employ the use of return email addresses to answer the email we receive from you. Such addresses are not used for any other purpose and are not shared with outside parties.

Finally, we agree that we will never use or share Personally Identifiable Information provided to us by you in any way that violates or is otherwise unrelated to the means described in this agreement, without providing you an opportunity to opt-out or otherwise prohibit such unauthorized uses.

### **Registration**

To use some features of the Website, you must first complete the registration process. During registration, you are required to provide certain Personally Identifiable Information, including but not limited to the information described above (see: "The Information We Collect"). This information will periodically be used by us to contact you about site news, updates, and changes to this policy, and to enable you to retrieve your password, if necessary.

### **Correction of Personally Identifiable Information**

So that we may best serve you, you are responsible for ensuring that all Personally Identifiable Information you provide on this site is maintained and kept current.

### **Cookies**

GoNetSpeed may use cookies to remember certain user information for your convenience. This would allow users of the Website to avoid logging in more than once, thereby saving you time. You may, at any time, disable or refuse to accept cookies by changing the preferences or settings on your web browser. If you choose to

disable cookies, you will still be able to use our Website. However, you will not be able to fully take advantage of certain automation and other functionality features available on the Website.

### **Web Statistics and Shared Data**

We collect and use IP addresses to analyze trends, administer the site, track user movement, and gather broad aggregate demographic information for reporting and sponsorship purposes. IP addresses are not linked to Personally Identifiable Information.

From time to time, we may use non-identifiable information to better design our Website and to share with select advertising partners, sponsors, and/or affiliates. For example, we may tell an advertiser that X number of individuals visited a certain area on our Website, or that Y number of men and Z number of women filled out our registration form, but we would not disclose anything that could be used to personally identify those individuals.

### **Data Security**

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have established appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

### **Children's Privacy**

Protecting the privacy of children is especially important to us. For that reason, we never collect or maintain information at our Website from those we actually know are under the age of 13, nor do we allow the registration of users under the age of 13.

### **Scope of This Agreement; Third-Party Websites**

Although this agreement applies to the entirety of information obtained from you for accessing or using the GoNetSpeed Website and Services, it does not apply to entities that are not owned or controlled by us. This Website may contain links to other third-party websites. Further, the use of the Services to access the internet will give you access to websites and other locations not controlled by GoNetSpeed. Please be aware that GoNetSpeed does not claim any responsibility for the privacy practices of these third-party sites. We encourage you to be aware when you leave our site and to take reasonable precautions when sharing your Personally Identifiable Information with third-parties.

### **Opt-In Policy**

You may "opt-in" to receive newsletters, promotional offers and other useful information from us. To unsubscribe from our mailings (except important system, account, and content update information described below), you may go to the "My Account" section of the Website to edit your personal profile by selecting the "edit my profile" link.

**Please note:** You may not unsubscribe from receiving service announcements and important content information, including but not limited to: service and account changes, service upgrades, changes to Terms and Conditions of Service, the Acceptable Use Policy, this Privacy Policy, and cancellation or business termination information.

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