

Northland Communications Corporation
Privacy Policy

This document contains important information regarding your privacy rights in connection with your use of Northland's services, including video, Internet and digital phone services (the "Service(s)"). The information contained herein may also be found at Northland's website, www.yournorthland.com. The effective date is stated at the bottom of this document. Any questions regarding your privacy rights may be directed to Northland Communications Corporation, 101 Stewart Street, Suite 700, Seattle, Washington 98101, Attn: Legal Department.

Definitions

As used herein, in either lowercase or uppercase:

"We," "Northland," "us," or "our" means Northland Communications Corporation dba Northland, its affiliates, employees, successors, assigns and authorized agents. "You" or "your" means a customer who subscribes to Northland's Service(s).

Federal law requires us to inform you of the following matters:

1. Customer's Privacy Rights. Your privacy, including the ability to limit disclosure of certain information to third parties, is addressed by, among other laws, the Telecommunications Act of 1996 (the "Cable Act") and the Federal Electronic Communications Privacy Act (the "Privacy Act"). You have a right to know Northland's policy regarding the collection, retention and use of personally identifiable information. You also have the right to inspect certain of our records that contain information about you and to correct any error in our information. If you wish to inspect our records, please contact us at our local business office stated on your monthly bill, during regular business hours, to set up an appointment. We reserve the right to charge you for the cost associated with supplying any documents that you request. As required by the Cable Act, we will provide you with a copy of our subscriber privacy policy annually. We may modify our policy at any time. We will notify you of any material changes through written, electronic or other means as permitted by law. If you find the changes unacceptable, you have the right to cancel your Service(s). If you continue to use the Service(s) following notice of the changes, we will consider your continued use to be acceptance of and consent to the changes. If you believe you have been injured by any act of ours in violation of the Cable Act, you may enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws.
2. Consumer Proprietary Network Information ("CPNI") Policy. CPNI is defined as follows: (a) information that relates to the quantity, technical configuration, type, destination, location and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and (b) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier. We have a duty, under federal law, to protect the confidentiality of your CPNI. CPNI generated from the use of our services to which you currently subscribe will not be used, accessed, or disclosed to third parties outside of Northland and our affiliates, agents, joint venture partners, vendors, and independent contractors without your approval, except as permitted by law. Northland reserves the right to use CPNI to protect our rights or property, to prevent fraud, abuse, or unlawful use, as well as for wiring installation, maintenance, and repair services, as permitted by law. Pursuant to an order of the Federal Communications Commission (FCC), our Internet service is now classified as a "telecommunications service" and is subject to additional privacy protections and use restrictions. We will take reasonable, good faith steps to protect your CPNI in accordance with Cable Act and as described in this privacy notice until the FCC issues more specific guidance.
3. Information Collection and Use. Generally, federal law permits us to collect and use personally identifiable information necessary for the business of providing services to customers and to detect unauthorized reception of cable communications. In order to provide reliable, high-quality service and maintain adequate records, we keep regular business records that may include the following personal information about you: your name, address(es), telephone number(s), Social Security Number, driver's license or state-issued identification number, bank account number(s) (if you have authorized automatic payment withdrawals), credit card account number(s) (if you have furnished them to us for payment), billing, payment, deposit, complaint and service records, records of information you have furnished to us, such as the location and number of television sets and devices connected to the system, and the Service(s) you have chosen, and other personally identifiable information. We use this information to: sell, maintain, disconnect, reconnect and change your Service(s); make sure that you are being billed properly for the Service(s); maintain financial, accounting, tax, service and property records, including records required by the terms of our franchise; determine your level of satisfaction with the Service(s); enable us to mail you information concerning our Service(s); enable us to conduct market research; detect unauthorized reception, use and abuse of the Service(s); to comply with law; and for other purposes related to the operation and maintenance of the Service(s) and the system generally. We take reasonable precautions to prevent unauthorized access to this information. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use or disclose personally identifiable information.
4. Information Disclosure. Federal law allows us to disclose personally identifiable information to a third party if (a) you consent in advance in writing or electronically; (b) necessary to render Service(s) we provide to you and to conduct our related business activities; (c) allowed pursuant to applicable law or legal process; or (d) made in connection with mailing lists as described below. We may make your records available to our affiliates, employees, agents and contractors to install, market, provide, disconnect, reconnect, change the level Service(s), detect unauthorized reception, use and abuse of Service(s) and to audit Service(s) where access to information about you may be needed for the specific job at hand. Access for these purposes is routine and does not occur with any specific frequency. We also may release our customer list to: consumer research organizations to conduct market research; distributors for sending program guides; programmers for marketing and promotions of the various program services carried on our system; programmers and outside auditors to check our records; attorneys and accountants on a continuous basis as necessary to render services to the company; potential purchasers in contemplation of a system sale, and in the event of any sale, the purchaser; franchising authorities to demonstrate compliance with the franchise; mailing services as needed for system-related mailings to customers; collection services if required to collect past-due bills at such time as those bills are submitted for collection; and comply with law.
5. Mailing Lists. Federal law also allows us to disclose your name and address for mailing lists and other purposes unless you object. We do not sell our customer list or otherwise disclose it to commercial or charitable users at the present time, although we may make such disclosures in the future. In such case, we will not disclose the extent of your viewing or use of any Service(s) or the nature of any transaction you may make, but we may disclose that you are among those who subscribe to a Service(s). If you do not wish to have your name and address included on a customer list that is disclosed to commercial or charitable users, please contact your local business office.
6. Information Retention. Unless there is a legitimate request or order to inspect the information still outstanding, we will destroy customers' personally identifiable information that is no longer necessary for the purpose for which it was collected. Information that you have provided us upon installation of Service(s) may be maintained in our management information system for an extended period of time while you are a customer and even after you are no longer an active customer. Information contained in records such as work orders, service records, usage records, accounting and billing records and market research records may be retained for as long as you are a customer, plus additional periods if we believe such information may be necessary or useful in the future, as permitted by law.
7. TiVo's Privacy Policy. Subscribers' use of TiVo services is subject to additional privacy rights and limitations under TiVo's Privacy Policy regarding the collection, retention and use of personally identifiable information. TiVo's Privacy Policy, which may be amended from time to time, is available at Northland's office locations and at TiVo's website, <http://www.tivo.com/abouttivo/policies/tivoprivacypolicy.html>.

Effective as March 14, 2016.