



PRIVACY NOTICE

UPDATED SEPTEMBER 2019

This notice is a summary of our customer privacy policy. It is provided to you under federal law which generally protects personally identifiable information that you have provided to us or that we have collected about you using our cable system. We are committed to keeping nonpublic personal information about our customers secure and confidential. Our internal security measures maintain and protect the physical, electronic, and procedural transactions of your personal data; we take reasonable precautions to prevent unauthorized access to this information.

1. **Customer information we collect:** In order for TVC to provide reliable, quality service to you, and to make sure that you are being billed for the services you receive, we keep regular business records relating to you as a subscriber. These records include some of the following personally identifiable information but not necessarily all: your name; spouse's name; phone number; your driver's license number; your social security number; bank and credit card account numbers used to pay for our services; service options you have chosen; records indicating the number of television sets and devices in your household; complaint, service, and maintenance call records. Such information is collected and used for: billing and collection purposes; programming; marketing; and other cable-related aspects of providing, auditing, and maintain your service. Information is also used to maintain and keep legal, financial, accounting, tax and property records, as well as specific records required by the terms of our cable television franchise.
2. **How we use customer information:** Unless otherwise noted, all personally identifiable information is used only for the purpose of offering and rendering communications services to you. It is accessible only as often as needed (which could be on a day-to-day basis) to: cable system employees; contractors; installation and sales agents, to install, market, provide and audit cable service, and to measure viewership and subscriber satisfaction. Business which provide services to us (such as accountants, attorneys, billing and collections services); affiliates of Thames Valley Communications; potential purchases in connection with system sale; tax professionals and bookkeepers to compile records and file reports; outside auditors to verify records; program guide providers; where applicable; program services for marketing and audit purposes' and representatives of the franchising authority to demonstrate compliance as may be appropriate, subject to applicable law. We may electronically test the systems from time to time to determine whether you are being properly billed for the cable service you are receiving. The frequency of disclosure varies according to business needs.
3. **How long do we keep your information:** We will maintain information about you as long as we provide service to you and for a reasonable time thereafter in order to comply with applicable laws, for related business activities such as but not limited to: follow-up billing; tax purposes; and auditing purposes. The personally identifiable information shall be destroyed when it is no longer needed for cable-related activities for which it was collected.
4. **Disclosure of your information to third parties:** We will consider the information we keep to be confidential, and may under Federal Law disclose it to a third party only if (a) you consent in advance in writing or electronically; (b) disclosure is necessary to render cable service or other services we provide you and related business activities as described in paragraph 2 above; (c) disclosure is required pursuant to a court order and you are first notified of and have an opportunity to contest that order; (d) we may also disclose your name, address or phone number for mailing list and other purposes, if we have given you prior opportunity to prohibit such disclosure and you have not done so. We will not disclose the extent of your viewing or use of a particular service or the nature of any transaction you make over the cable system, but we may disclose that you are among those who subscribe to a particular service. If you wish to remove your name from such lists or limit the use of your name at any time, please contact us in writing. A written notification should **NOT** be sent with your payment, it can be mailed to 295 Meridian Street, Groton, CT 06340. If you have previously notified us, in writing, to remove your name from any mailing list, it is **NOT** necessary to notify us again. **Please note, Thames Valley Communications does not release information to any third party except as it relates to providing legitimate cable-related services to our customers.**
5. **Customer Proprietary Network Information (CPNI); use, disclosure, and access.** Federal law provides customers with additional privacy protections related to their telephone services. CPNI is information we obtain solely in connection with our telephone services. The information contained in your telephone bill and any other information about the quantity, technical configuration, type, destination, location and amount of your use of telephone services when matched with your name, address and telephone number is known as CPNI. We have a duty to protect the confidentiality of your CPNI, and you have the right to have the confidentiality of your CPNI protected. We have a right to use, disclose, and permit access to your CPNI to provide you with telecommunications services; protect our rights and property and other users from fraudulent, abusive or unlawful use of these services; provide you with inbound telemarketing, referral or administrative services for the duration of a call you initiate and during which you approve of the use of your CPNI to provide these services; and to provide call information about the user of a commercial mobile phone service. We may use CPNI generated by providing you telephone services to provide you with information about, and to market to you, service offerings within the same categories of service to which you already subscribe. We may also use your CPNI to provide you with

information about, and to market to you: (i) service offerings that are outside of the categories of service to which you subscribe, or (ii) products and services offered by other companies or by joint ventures in which we participate, unless you restrict our use of your CPNI for these purposes. If you wish to do so, please notify us in writing or call (860) 446-4009. Please include your name, account number, telephone number and address on any written request. If you do not notify us within 30 days of this notification that you wish to restrict our use of your CPNI, we will assume that you approve of our use of CPNI for these purposes. If you choose to restrict our use of your CPNI, that restriction will be valid until you affirmatively revoke it, and it will not affect the provision of any of the services to which you subscribe.

6. **Your right to review and correct your information**: You have the right to inspect and request correction of any error in our records that contain information about you, and to enforce your rights by a civil action under Federal Law, in addition to other remedies that may be available to you. If you wish to inspect your records, please contact us in writing, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment during regular business hours.

We review our services, policies, and procedures on an ongoing basis. We reserve the right to make changes to these services, policies, and procedures in the future and we will notify you of any material changes and the effective date of those changes through written, electronic or other appropriate means as permitted by law. If you find the change unacceptable you have the right to cancel your service; however, if you continue to receive services after the effective date of any change, we will consider that your acceptance of the change. You can review our current services, policies, and procedures on our website at www.tvconnect.net.