

Privacy Policy

Marshall County Fiber (MCF) provides this notice of our Privacy Policy (the “Policy”) to our customers regarding our policies with respect to the handling and use of information that we receive from them. As discussed herein, MCF’s policy is to limit the information collected regarding our customers and users of our products and services to that which we need to conduct our business and to offer our products and services that might be of interest to our customers. When we interact with one of our customers, that customer may provide information that individually identifies her or him (such as the individual’s name, address, telephone number or e-mail address) (“Individual Information”) to us. This can occur in a number of ways. For example, the Individual Information can be shared via MCF’s website or services when, for example, you order a service, send an e-mail, or registering to receive news or public information. As a result, MCF believes that you should know how we will use and do not use the Individual Information as explained below.

MCF does not:

1. Collect Individual Information from our customers via our website unless it is provided to MCF. (Please note, however, MCF does ask for individual information when we are setting up an account for that customer.)
2. Sell Individual Information to unaffiliated parties.

At the same time, MCF does:

1. Use security techniques and methods within our network that are designed to protect our customers’ Individual Information from unauthorized access.
2. Collect, maintain and use a customer’s Individual Information as necessary to provide the most helpful and targeted products and services to meet our customers’ needs.
3. Honor our customers’ requests to remove their names from our telephone or mail solicitation lists using reasonable efforts to delete the information from existing files. (And, should you wish, you may contact MCF to request such removal.)
4. Provides access to Individual Information on an as-needed basis when MCF undertakes projects with business partners. However, we make this disclosure with an understanding from our business partners that they too

will also treat the Individual Information in a manner consistent with our respect for privacy concerns.

In addition to Individual Information, MCF may collect information automatically when a visitor enters MCF's website. This information may include such things as the domain name, browser, the type of computer operating system, information about the web page from which the visitor linked to the site, and time spent on different pages within the site. MCF may use this information to evaluate and improve our website, and may share the information with business partners and other third parties as needed.

Cookies

A "cookie" is a small, encrypted data string that our server writes to your hard drive that contains your unique MCF User ID. Cookies are used to deliver web content that is specific to your interests and to control access to your personal shopping cart after your initial entry. The cookie permits the server to recall information from your previous visit. A cookie is not used to access or otherwise compromise the data on your hard drive. With most browsers, you can choose to change your browser settings to disable cookies. At the same time, however, we note that cookies may be required to complete certain functions on our website as well as other Internet sites. Please also note that tracking technologies may record information such as: Internet domain and host names; Internet protocol (IP) addresses; browser software and operating system types; clickstream patterns; and dates and times that MCF's website is accessed. Ultimately, MCF's use of cookies and other tracking technologies allows us to improve our website and services.

Privacy and Customer Proprietary Network Information

When you use our service, that use is your authorization to us to monitor and record communications to MCF regarding your account or the services provided by MCF for purposes of quality assurance. For on-line orders, MCF may implement reasonable procedures, including but not limited to validating information provided by you or restricting the amount of equipment and services purchased on-line by a single customer. MCF reserves the right to cancel or reject on-line orders at any time for security reasons or privacy concerns.

Please note that MCF will not give you notice of any subpoenas or court orders related to your account or use of our services unless required by law.

To provide services to you, we may maintain certain customer proprietary network information, or CPNI, that includes the types of services that you currently have or have purchased, how you use the services, and billing information for the services. When you view your account information or shop for products/services on-line, you agree that we may display your CPNI on-line to fill orders or allow you to make account changes.

Disclosure of Account Information

As a general rule, MCF does not release customer account information to unaffiliated third parties without your permission unless we have a business relationship with those companies where the disclosure is appropriate. Nonetheless, there are exceptions to this general rule. For example, MCF might provide information to regulatory or administrative agencies so that they can accomplish their regulatory tasks (for example, responding to a customer complaint) or provide such information when we determine that such disclosure may maximize the efficiencies of our own processes (such as correcting mailing addresses). At all times, however, MCF will comply with legal requirements, such as a subpoena or court order or other similar demand, associated with either criminal or civil proceedings.

Please note that we will only disclose account information to the customer whose name appears on the account. However, you may alter this policy by instructing us in writing to release your account information to someone. Once that written release from you is received by us, we will honor your request and provide that information to the third party that you have noted until the release which you have sent is cancelled in writing by you. At times, we have found that our customers need to have other individuals to have access and control of that customer's account. We will honor our customer's request in this regard but only where such request is made in writing to us by the original customer and where the original customer agrees that such individual(s) shall be jointly listed or identified as such on the account by the customer whose name appears on the account.

MCF may provide one of our customer's account information to third party in the process of providing services to you. MCF typically has a business

relationship with these companies. For example, another company may be hired by us for the process of billing your account. Likewise, MCF may provide account information to collection agencies when our customers do not pay their bills. When this occurs, the use that can be made of this information is limited to collection activities for our charges and for the charges MCF bills for others.

Value Added Offerings

Because MCF appreciates the trust you have placed in us, we continually look for ways to enhance our business relationship. From time to time, MCF may inform you about a product or service. Using the information you have provided, MCF strives to limit our offers to those offers that MCF reasonably believes you would appreciate receiving. MCF's goal is to have every contact by you with us to be a positive experience. Consequently, if you would prefer not to receive these value-added services, offers and opportunities, please feel free to contact us.

Children

While the Internet is, in our view, a valuable tool, the Internet does offer open access to a wide range of information. Therefore, in our view, it is important that parents supervise and prevent access to inappropriate content, email or chat sessions or inappropriate disclosure of Individual Information by their children. Therefore, children should consult with their parents or guardian before furnishing any data to MCF and we suggest parents to supervise their child's on-line activities. MCF does not intend to obtain personal information from children under the age of 13. MCF recommends that parents use one of a number of available parental control tools that provide a more child-friendly on-line environment and can reduce the possibility of children disclosing individually identifiable information without parental consent.

Links to Other Websites

MCF is not responsible for content or privacy policies of other websites. Therefore, you should keep this in mind when accessing sites through links on the MCF website.

Updates

Our goal is to strive to improve the services we offer. In doing so, we may update this Policy from time to time. Accordingly, MCF reserves the right to expand our capabilities for information collection and use, and may change our policies including this Policy at any time.

Should you have any questions or comments relating to this Policy or MCF's privacy practices, please contact Marshall County Fiber Customer Service at 117 W Eighth Street, Rochester, IN 46975, telephone (574) 223-2191, or email us at customerservice@rtc1.com.

Apps

How MCF Collects Your Information

MCF 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 MCF. 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 MCF. Uses the Information

MCF 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 MCF. obligations as described or authorized in the Service Agreement and this Privacy Policy.

- Enforce MCF rights arising from the Agreement between you and MCF; and
- Fulfill any other purpose authorized by you and reasonably required for the App.

Managing your Personal Information

- You may have a right to correct, update, delete, or request access to the Personal Information that you have provided to us. You may submit a request by emailing support@rtc1.com. These rights are limited and may not be available to you depending on where you are located.
- For your protection, we will only implement requests with respect to Personal Information about you (not anyone else), and we may need to verify your identity before implementing your request. We may need to retain certain information for recordkeeping purposes, as required under applicable legal obligations. And even if you have a right to deletion, some of your information may remain within our systems and other records or archives, in compliance with applicable law.