

## **Movius Privacy Policy**

Movius is committed to maintaining your privacy. We believe that you are entitled to know how Movius will collect, use and protect the personal information you give us. This policy describes how we collect and may disclose personal information, including the following: what personal information we collect from you, how we use your information, how long we maintain your information, when and to whom we disclose your information, how we restrict our use of your information for marketing purposes, and how we protect your rights concerning your information and its disclosure.

If you have any questions or concerns regarding these policies, please contact Movius at [dpo@moviuscorp.com](mailto:dpo@moviuscorp.com).

### **SCOPE**

This Privacy Policy describes for our Customer's subscribers the following:

- What personal information we collect from you.
- What personal information our vendors collect.
- What organizations collect the information.
- How the information is used.
- With whom the information may be shared.
- How long information is retained.
- What choices are available to you regarding how we collect, use, and distribute the information.
- What security procedures are in place to protect information under Movius' control.
- How you can correct any inaccuracies in the information.

### **TREATMENT OF INFORMATION**

#### **Information Collected When We Provide You With Services**

Movius collects certain information from you in connection with providing you with services. Movius is authorized to collect the personal information that we need to provide you services. We are prohibited from collecting your personal information for any other purpose without your consent; however, please be aware that we provide the service to you with the help of business partners and we may share some or all of your personal information with such business partners solely for their use in providing one or more aspects of the service, including billing you for the service. (See the next section for a list of authorized uses of your personal information.)

When you establish an account for services, we collect information such as your name, email address, physical address and telephone number, as well as information used for credit checks, billing, and payment, and other information we may need to establish and service your account or that our business partners may need in connection with their providing a portion or aspect of the service. When you first request your services, and when you request any changes or updates to your services, Movius may collect information about the service options that you have chosen. Movius may also collect your personal information when you communicate with us: for example, if you ask for support or maintenance, send us e-mails, respond to our surveys or e-mails, engage in chat sessions with us, register for information, or participate in promotions or contests.

#### **How We Use and Disclose Your Information**

Movius considers the personal information contained in our business records to be confidential. However, Movius is authorized to disclose your personal information for three general purposes:

First, we may be required by law or legal process to disclose information to law enforcement personnel or to other parties in connection with litigation (as described below in this Privacy Policy). Second, we may

disclose the names and addresses of customers and subscribers for business related purposes. Third, we may disclose information necessary to provide your services. For example, Movius may use your personal information in order to install, configure, operate, support, and maintain your services, including but not limited to these purposes:

- provide your services;
- customize your services;
- configure service-related devices;
- account security;
- bill for your services;
- to provide customer service and support;
- manage the network supporting your services;
- make you aware of new products or services that may be of interest to you;
- service improvements;
- detect use or abuse of your services; and
- compliance with policies or terms of service.

Movius may use your information for any of the above purposes, for business activities and needs.

Specifically, Movius' services may access contact lists maintained by third-party products such as Microsoft Outlook. We do not use this information for any purpose other than to enable features of the service we provide to you. We will never contact anyone in your address book, nor allow anyone inside or outside of Movius to have access to this information.

Additionally, Movius may disclose personal information in connection with Caller ID, 911/E911.

We may transmit your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information. We may provide your name, address, and telephone number to public safety authorities and their vendors for inclusion in E911 databases and records.

We sometimes disclose your personal information to our affiliates, to our employees for Movius' internal business purposes, as well as to outside auditors, professional advisors and service providers, potential business transition partners, and regulators. Typically, we make these disclosures only when the disclosure is necessary to provide your services or other services to you or to conduct a legitimate business activity related to them.

### **Information Collected on Use of Your Services**

When you use your services, Movius may transmit information about you over our network. We transmit this information in order to provide your services. We will not listen to your outgoing or incoming calls or to your voicemail, but we may store information about the date and time of your calls for billing or compliance purposes. We could be required to disclose this information and messages along with other personal information about you to comply with law enforcement or legal process. We may also monitor and/or record the performance of our Services in order to manage, maintain, repair, and improve your services. For the purposes of training and/or quality assurance we may monitor and record your communications with Movius employees.

### **Third-Party Service Providers**

We may contract with third parties, joint venture partners and independent contractors to provide specific services and features for your services. If these third parties provide services to you, they will collect, disclose, and protect your personal information in accordance with Movius' Privacy and CPNI Policies. If, however, you become a direct customer of these third parties, then you will be subject to their terms of

service and privacy policies. Movius recommends that you carefully read their terms of service and policies to understand how they may use personal information about you.

## **Business Transitions**

In the event Movius (or any of its affiliates) enters into a merger, acquisition, or sale of all or a portion of our assets, we may transfer information as part of the transaction. If, as a result of the business transition, the Privacy Policy and the accompanying CPNI Policy are changed, you can find those changes in the places indicated in the “Notification of Changes to this Policy” section below.

## **Software and Configuration**

Movius may use information that you provide to assist you with technical support, by collecting and maintaining your information in support software tools. The information collected in the support software is available only to authorized personnel for maintaining and supporting the use of your services. Movius may also provide customer contact and support pages that you can use to communicate with Movius about technical support. Movius uses the information provided by you on these pages to support your use of your services.

Movius may also provide software directly or through third parties for your use in connection with your services. These programs may be subject to their own terms of service and other policies. Movius recommends that you carefully read their terms and policies to understand how they may use your personal information.

In certain cases, Movius may configure your Service or Service-related equipment to resolve a technical support issue or otherwise render or deliver your service. Movius may perform these configurations at your request; we may do so at your location or remotely.

## **Preferences**

We may store information that you provide to personalize your settings so that you do not have to change these settings each time you use your services. We do not share your preferences with third parties except for service providers or other third parties who may provide certain components of your services.

## **Cookies**

Movius may use cookies to customize its services. Cookies are small files stored on your computer’s hard drive to simplify and improve your experience. Movius may use cookies to provide access to systems relating to your services during an active session, to securely encrypt passwords sent to the server, and to remember the user’s language on the login page. This Policy covers the use of cookies by Movius on the Movius website only; it does not cover the use of cookies by any other party or website unless stated otherwise.

## **Legal Disclaimer**

We make every reasonable effort to protect customer and subscriber privacy as described in this Privacy Policy. Nevertheless, we may be required by law to disclose personal information about a customer or subscriber without his or her consent and without notice in order to comply with a valid legal process such as a subpoena, court order, or search warrant. We may also use or disclose personal information about you without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights in court or elsewhere, or directly with you, and for violations of the Service’s terms of service and policies.

\*COMMUNICATIONS FROM MOVIUS\*

## **Special Offers and Updates**

We may send new subscribers a welcome message and sometimes other information by e-mail. Subscribers who would like to receive information via e-mail from us about other products, services,

special offers, and promotions (collectively “Marketing Offers”) may do so. If you receive any email from Movius after your initial welcome message which offers you a Marketing Offer from Movius and you do not wish to receive any future Marketing Offers from Movius, simply click on the “opt-out” option at the bottom of the email, and you will not receive any future Marketing Offers from Movius. However, you cannot opt-out of receiving the service announcements described in the section below.

## **Service Announcements**

We send subscribers service-related announcements from time to time. For example, we may send you an e-mail announcement about a pricing change, a change in operating policies, or new features of your service. You may not opt out of these service-related communications.

## **Customer Service**

We communicate with you to provide requested services and support for questions and issues relating to your account. We will reply to your requests for customer service by e-mail, phone, discussion forum, or through any other reasonable means.

## **LINKS FROM MOVIUS’ WEBSITE**

If you access and utilize Movius’ website at [www.moviuscorp.com](http://www.moviuscorp.com), the website may contain links to other websites. Some of these websites may be co-branded with Movius and may look like part of the Movius website, but Movius is not responsible for the privacy practices of these other sites. We encourage you to be aware that the privacy policies described here do not apply when you leave the Movius website and we recommend that you read the privacy policies of every website that collects personal information about you, whether the site is co-branded with Movius or not.

## **SECURITY**

Movius takes the security of our customers’ and subscribers’ personal information seriously. We follow industry-standard practices to protect your personal information from unauthorized access to it. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personal information.

## **CORRECTING AND ACCESSING INFORMATION**

If your personal information changes, you may update our records by contacting us at [dpo@moviuscorp.com](mailto:dpo@moviuscorp.com).

To ensure that our records are accurate, you may examine and copy personal information we collect and maintain relating to you upon reasonable notice during regular business hours. If you wish to inspect those records, please contact us by email at [dpo@moviuscorp.com](mailto:dpo@moviuscorp.com), to arrange an appointment. We will need a reasonable period of time to locate and, if necessary, prepare the information for your review. You will only be permitted to examine records that contain information about you and no one else. Please note that we may be unable to provide you with records without a subpoena, court order, or search warrant. Movius reserves the right to charge a fee for the production of any documents that you request.

We will correct our records on a going-forward basis when the personal information we have collected about you is inaccurate. Please note: it is not possible for us to correct information appearing in our or our vendors’ directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers not affiliated with Movius.

## **RETENTION OF INFORMATION**

Movius maintains your personal information in our regular business records while you are a customer or subscriber of your services. We may also maintain this information for a period of time after you are no longer a customer or subscriber if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal, or tax purposes. If there are no pending requests, orders, or court orders for access to this personal information, we may destroy

the information after it is no longer necessary for the purposes for which it was collected. Please note that any information that we have obtained may remain in backup storage for some period of time after a deletion request or after a retention period has expired. This may be the case even though we will not use such information.

#### **NOTIFICATION OF CHANGES TO THIS POLICY**

If we change this Privacy Policy or the CPNI Policy below, we will post those changes on "<http://moviuscorp.com/policy/privacypolicy>" and "<http://moviuscorp.com/policy/cpni>" respectively, or in other places we deem appropriate, so that you can be aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If you decide to continue receiving your services after we make any changes to this Privacy Policy or the CPNI Policy, you shall be deemed to have given express consent to the changes in the revised policy.