

**PRIVACY POLICY
FOR
BEST INTERNET COMPANY, LLC (“BIC”)**

Last Modified: October 23, 2019

Best Internet Company, LLC, dba. Imagine Internet, respects your privacy, and we are committed to protecting your personal information. Our Privacy Policy (the “[Privacy Policy](#)” or “[Policy](#)”) describes: (1) the types of information Best Internet Company, LLC collects when you visit our website at www.imagineinternet.net or subscribe to, use, and/or access our Internet access or other offered services (collectively, the “[Services](#)”); (2) how we use the information that we collect; (3) with whom we may share your information; (4) how we protect your information; (5) how long we retain the information; and (6) the choices we offer you regarding collection and use of your information. By accessing the website or subscribing to any Services, you agree to this Privacy Policy.

This Policy also provides you with information about how to access, review, and correct information that personally identifies you, how to set privacy preferences and opt out of certain uses and sharing of information, and your rights under federal law and this Policy concerning your personally identifiable information.

The terms “Imagine Internet,” “we,” “us,” or “our” refer to Best Internet Company, LLC dba. Imagine Internet. The term “you” refers to you as a subscriber to our Services.

This Policy does not apply to any third party websites, applications, or content accessible through your use of the Services. We do not control these third parties and their information practices are governed by their own privacy policies or terms of use.

1. What Information Do We Collect?

Imagine Internet collects different types of information when you subscribe to, use, and/or access our Services. We may permit you to setup secondary accounts, and if you do, we may collect similar information in order to establish and maintain those accounts. When you allow others to use or access the Services through your account, we collect information about their use, as well. We also may collect usage data for our portals, such as security data, failed password attempts and data that will help us improve the effectiveness of our internal tools and dashboards.

Information You Provide to Us

We collect information that you provide to us when you use the website, create an account or when you call us, use online account tools, report service issues, or otherwise communicate with us. This information includes:

- name and contact information (for example, billing address, service address, email address, and phone numbers);
- demographic information, such as age, date of birth, gender, job information, and postal code;
- location information, such as street address, to determine if Services are available at your location;
- payment information, such as your payment card or bank account information, expiration date, authentication code, billing address;
- information related to a credit application for the Services, which may include your Social Security number, driver’s license number, or other government issued identifiers;
- information you provide to verify your access to the Services, such as user names and passwords;
- correspondence and other communications records, including records of calls or online chats with our representatives.

Information We Collect When You Use the Services

When you use the Services, our website, network, or service delivery system automatically generates, transmits, and collects information about your account and use of the Services, which may include:

- your account number;
- billing, payment, and deposit history;
- maintenance information;

- the device identifiers and network addresses of equipment used with your account (such as the IP address, the type of device, operating system, and web browser);
- records indicating the number and types of devices connected to our network;
- technical information about your Service-related devices, including customization settings and preferences;
- network traffic data;
- information about your use of the website, including dates, times, and duration of use of the website Services; and
- additional information about the Service options you have chosen.

The information we collect automatically is primarily statistical data, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve and personalize our Services, including by enabling us to identify and authenticate users. Your web browser may let you choose your preference as to whether you want to allow the collection of information about your online activities over time and across different websites or online services. At this time, the Services may not respond to the preferences you may have set in your web browser regarding such collection of your information, and the Services may continue to collect information in the manner described in this Privacy Policy.

Information We Collect When You Use the Website

When you use the website, we may also collect certain information by automated means, such as through the use of:

- **Cookies** - A “cookie” is a text file that websites send to a visitor’s computer or other Internet-connected device to uniquely identify the visitor’s browser or to store information or settings in the browser. When you use our sites, we send information, a cookie, to your computer and it is stored there. When you return to our sites, your computer sends the cookie back to us. This allows our server to recognize your computer and any settings you created on our sites. It restores those settings so you don't have to enter the same information every time you visit. For example, if you entered your credit card billing address on a visit to our site, when you return you will see information for that address without typing it in again. It also allows us to track non-personally identifiable information about how our websites are used and how to improve them. Visitors will be notified on our website of the use of cookies and will have the choice to accept or deny the usage of cookies.
- **Web Beacons** - A “web beacon,” also known as an Internet tag, pixel tag, or clear GIF, is used to transmit information about actions of the user opening the page or email containing the beacon back to a web server.
- **Third Party Analytics** - Third-party analytics tools (such as Google Analytics) that collect information about use of the website and user traffic. This is used to track the effectiveness of our advertising and marketing campaigns.

Information Provided by Third Parties

We may also obtain data and information about you from third parties. For example, when you request new or additional Services or features from us, we may obtain credit information from credit reporting agencies. Also, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our services as well as your landlord’s name and address.

We may obtain additional information about you from third parties like demographic data (for example, your gender, age, and census records, etc.), location data (for example, designated market area, zip code, etc.). We may combine the data we collect from third parties with information in our records, including information about your use of the Services. We use this data, including as combined, as described in the “Use of Information” section below.

2. How Do We Use the Information That We Collect?

We use the information we collect to provide and improve the Services and our network, to communicate with you, to deliver relevant advertising, to create measurement and analytics reports, and to provide additional features and offerings. Sometimes we use information that personally identifies you, such as when we are authenticating your account or communicating with you. We may also create, maintain, and use information in de-identified or aggregated forms that no longer identify you. We also may use the information we obtain about you in other ways for which we provide specific notice at the time of collection.

To Provide and Improve the Services

We use the information we collect to conduct our business and to provide you with the Services, including:

- set up and administration of your account
- maintaining records of your purchases and transactions using the Services; assessing credit and payment risk;
- billing and invoicing, including collections of all unpaid amounts;
- verifying access to your account;
- maintenance and operations, including management of the network and devices supporting our Services;
- providing customer support;
- sending you information or materials you request;
- improving our Services and identifying and developing new products and new services;
- analyzing how our customers are using the Services, including, for example, the amount of bandwidth being used, peak times of usage;
- marketing and advertising our Services to you;
- protecting our customers from fraudulent, abusive, or unlawful use of, or subscription to, the Services;
- protecting our rights, our personnel, and our property; and
- complying with applicable laws and regulations.

To Communicate with You

We also use the information we collect to communicate with you. For example, we may use the contact information you provide to notify you of Services updates or the status of a service request or outages, to collect amounts you owe, or in connection with other activities related to the Services. We may provide you with notifications about the Services through emails, texts, calls, or by posting information through the Services.

3. How Do We Share and Disclose Your Information?

We may disclose aggregated or de-identified information about our users (information that does not identify any individual user) without restriction. We otherwise limit the information we share and disclose to others about you or our other subscribers as described below.

- To contractors, service providers, affiliate and subsidiary companies, and other third parties we use to support our business and who are obligated to keep personal information confidential and use it only for the purposes for which we disclose it to them. This includes any service providers receiving your payment information to process payments for us.
- Information about a customer's account and use of the Services and their features to the primary account owner after appropriate authentication. The primary account owner may also authorize other users to access information on the account, and that may include data about you and your use of the Services.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Imagine Internet, users of the Services, or others.
- With your consent.
- To enforce or apply our terms of use and other agreements with you.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.

No Sharing of Personally Identifiable Information

We will not share, sell, license, rent, or otherwise permit access to information that personally identifies you to any third party to market its products or services to you. We will not sell or share any of your personally identifiable web browsing information or sensitive information (such as your financial or payment card information or Social Security number).

Corporate Transactions Such as a Merger

If we enter into a company merger or acquisition transaction or sell of all or a portion of our assets, information about

you and your subscription, including information that personally identifies you, will probably be one of the items transferred as part of the transaction.

4. Your Choices, Opt-Out

You may call Imagine Internet customer service at 888-982-1220 to speak to a representative who can assist with your communication preferences, including such items as:

- your account communications and notifications;
- your marketing calls, texts, and direct mail preferences;
- your preference for door-to-door sales calls; and
- promotional or commercial emails Imagine Internet may send to you.

You may also contact customer service to ask us to put your name on our company “do not call,” “do not mail,” or “do not knock” list. In addition, you may call customer service to ask to be placed on the “do not disclose” list, which means that you do not want us to share your name and address with third parties, as described above.

If you prefer to contact Imagine Internet in writing instead of by telephone, you may send a written request to the address listed below under “How Do I Contact Imagine Internet?” You must include your name and address, your Imagine Internet account number, and a daytime telephone number where we can reach you. The person who is identified in our billing records as the customer should sign the written request. If you have a joint account, a request by one party will apply to the entire account. If you have multiple accounts, you must separately identify each account covered by the request. If you are writing to opt-out of marketing calls, you must state the phone numbers or addresses that you wish to be placed on the relevant lists.

5. Accessing and Correcting Information

You may correct or update information about your account as described below. We will correct our records upon reasonable verification that the changes you request are proper. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect. You may send us an email at support@imagineinternet.net to request access to, correct, or delete any personal information that you have provided to us.

6. Other Important Information

Protecting the Information We Collect

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of information about our customers. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information and are intended to protect the information you transmit to us from unauthorized access, use, or disclosure. Whenever your personal information is sent from your browser to our server, it is encrypted using server certificate technology via Secure Socket Layer (SSL). Although we take the responsibility of safeguarding your information seriously, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information.

Data Retention

Imagine Internet maintains information that personally identifies you in our regular business records while you subscribe to one or more of the Services. We also maintain this information for a period of time after you no longer subscribe to a Service 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 these purposes no longer apply, we will destroy, de-identify, or anonymize the information according to our internal policies and procedures.

Changes to the Privacy Policy

We may modify this Policy at any time. You can view the most current version of this Policy by going to www.imagineinternet.net. If we make material changes to this Privacy Policy, then we will provide you at least 30 days’ notice by e-mail, direct mail, bill messaging, or other reasonable methods that we select. If you continue to use the

Services following notice of the changes, we will deem that to be your acceptance of and consent to the changes in the revised Privacy Policy. If, however, we make material changes that will result in a new use, disclosure, or permission of access to your personally identifiable information, we may obtain your consent before implementing those specific changes if required under applicable law.

Your California Privacy Rights

The website and Services are not directed or provided to residents of the state of California.

Children Under the Age of 13

The website and the Services are not directed to, and Imagine Internet does not knowingly collect or solicit personal information from, children under the age of 13. If we learn we have collected or received personal information from a child under the age of 13, we will delete that information. If you believe we might have any information from or about a child under the age of 13, please contact us at support@imagineinternet.net.

How to Contact Imagine Internet

If you have any questions regarding this Privacy Policy, or wish to contact us about your personally identifiable information, please reach us as follows:

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11 Broadway
Suite 632
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Phone: 888-982-1220
Email: support@imagineinternet.net