



305 7<sup>th</sup> Ave  
PO Box 305  
Sully, IA 50251  
888-594-2905

---

January 1, 2016

## **Privacy Policy**

### **Privacy Statement:**

This policy explains how ConnectPoint receives information from you when ordering our services and/or visits to our web-site. It covers how we use your information and to ensure that any information collected and our experience with you is secure. Please read through our privacy policy in its entirety. Thank you!

### **Collection of your Personal Identifiable Information (PII):**

ConnectPoint restricts the information about you to what is required to do business for our services. PII can be gathered in a number of ways which can include: via telephone, email, web-sites, credit card.

### **Use of Personal Identifiable Information (PII):**

ConnectPoint retains PII only as long as necessary for us to conduct our business and any tax or legal requirements. This could be the entire time you are our customer depending on the type of PII. ConnectPoint does not collect PII from you unless you have provided it to us in person, over the telephone or electronically. ConnectPoint does not provide PII or change services for a third party without your prior consent.

### **Customer Proprietary Network Information (CPNI):**

CPNI is information that describes technical aspects of services purchased by you from ConnectPoint. CPNI is available to ConnectPoint only through its relationship with you and information contain on your bill for our services. U.S. federal law requires ConnectPoint to protect the confidentiality of CPNI. Unless you “opt-out” from the use of CPNI, Sully Telephone may use CPNI to market service offerings which you do not have. To “opt-out” please contact us.

### **Additional Services:**

Sully Telephone may notify you about additional or new services utilizing the information you have provided us. We try to limit our offers to those we think would benefit. We also want every contact with us to be a positive experience. If you prefer not to be contacted for these types of services, please contact us.

ConnectPoint complies with laws and regulations regarding “Do Not Call Lists”. ConnectPoint is allowed to contact its customers because of our business relationship with you. ConnectPoint will honor any request to remove your contact information from our solicitation lists. Please just contact us.

### **Third Party Information Disclosure:**

To law enforcement, 911 centers, emergency agencies, courts and subpoenas when ConnectPoint believes the disclosure is necessary to protect a person or the public from serious harm.

When working with accounts and bill payment agencies to follow the guidelines of the Acceptable Use Policy and Terms and Conditions to protect our property and services along with any fraudulent to or from our customers.

ConnectPoint does not sell our customer PII to third parties.

**Web-Site:**

ConnectPoint may collect non-personal information when you enter our web-site. This information can be collected by means of “cookies”. Cookies are a text file that is placed on your hard drive by a web page server. Cookies do not access your computer’s hard drive and most Internet browsers have the option to turn off cookies. This information may be used in order to improve our web-site or add additional points or services of interest. ConnectPoint is not responsible for the privacy policies on other web-sites accessed through links on our web-site.

**Security:**

In general, our ultimate goal is to prevent security breaches and unauthorized disclosure, we cannot guarantee that an unauthorized disclosure will not occur. If a security breach were to occur we will make every reasonable effort to contact you if there is a risk of identity theft or as required by law.

Sully Telephone Employees comply with non-disclosure agreements to prevent them from disclosing any PII or CPNI. Sully Telephone employees must also comply with state and federal laws and regulations in regard to their job duties.

**Email:**

ConnectPoint customers may have email accounts from other providers. Use of those email accounts are subject to this Statement and privacy policy.

**Internet Network Management:**

ConnectPoint’s network management is designed to provide the best experience to its customers. We monitor traffic flows along our network and outside of our network to ensure the most reasonable and efficient service possible. Monitored information can include data to and from your connection, the destination and source of the data and content to determine if it is malicious or monitored when required by law.

### **Safe Harbor Privacy Principles:**

ConnectPoint adheres to the Safe Harbor Privacy Principles and complies with the Safe Harbor Framework as set for the by the United States of Commerce. Following principles apply...

ConnectPoint will inform users in the collection of PII and limited use of its disclosure. ConnectPoint will offer users the choice to opt-in or opt-out whether their PII can be disclosed to a third party or to be used other than the purpose it was originally collected and authorized. Upon request, ConnectPoint will provide users with a means to correct, update or delete PII that is inaccurate. Any disputes that cannot be resolved between the user and Sully Telephone will be governed under the provisions of ConnectPoint's Terms of Services (Service Agreement).

### **Policy Updates:**

ConnectPoint's privacy policy may be updated at any time. We reserve the right to expand our capabilities for information collection and changes to this Statement in this regard. If there are any major changes to this Statement we will post notice on our web-site.

### **Contact Us:**

If you have any questions about this Statement or ConnectPoint's privacy practices, please contact us by email at [customerservice@connect-point.net](mailto:customerservice@connect-point.net) or write to us at P.O. Box 308, Sully IA 50251. We will respond to your inquiry in a timely manner.