



Northeast Missouri Rural Telephone Company/ NEMR – Privacy Policy

NEMR is committed to protecting its customers' privacy. Please review this Privacy Policy to better understand how NEMR collects information, how that information is used, and your options as to the collection and use of information. This Privacy Policy is applicable to NEMR's customers and visitors of NEMR's website and is intended to provide information regarding NEMR's methods for collecting and use of information.

What types of information does NEMR Collect?

Whether you are communicating with NEMR or using a NEMR service, NEMR may collect two types of information: personal information and non-personal information. "Personal Information" refers to information that is particular to you, such as your name, address, phone number, fax number, and email address. "Non-personal information" refers to information that does not by itself identify a specific individual. This information includes websites visited, network traffic data, services and features used or call record details.

How do we collect information from you?

NEMR may collect information from you through communications such as via the web, or by phone, email or mail delivery, or through the services provided to you as a customer.

Information may be collected in the following ways:

- **Browsing our site**
 - IP addresses may be collected for the purposes of system administration, to gather broad demographic information, and to monitor the level of activity on our site.
 - Information may be collected regarding the referring URL, which browser you used to come to our site, and the pages of our site that you viewed during your visit and any search terms entered on our site.
 - Emails may be sent by the customer to NEMR on this website. NEMR may retain the information in any email that you send to us, such as your name, email, address, or phone number.
- **Broadband Internet Service**
 - NEMR may monitor the network and take measurements of network performance and the performance of your Internet connection to improve the customer's or NEMR's overall service levels.
 - During communication with NEMR for service support, we may also access information about your customer premise equipment such as computers and wireless devices or other device settings to provide customized technical support or to install specific applications or services for your use.
 - NEMR reserves the right to access broadband traffic from individual accounts for the purpose of general maintenance and management of the network, as well as upon request by law enforcement officials.

- **Provision of Information by Third Parties**

- NEMR may obtain credit information about you from third parties when you purchase products or sign up for services with NEMR.

How is your personal information used?

NEMR uses your information in connection with delivering its products and services to you. NEMR may also use the information supplied in order to personalize portions of our service. Some of these personalized services are made available directly by NEMR, while others may be offered by a content partner. In addition, NEMR may analyze and evaluate customer preferences, comments, and criticism of its offering in order to make improvements to the present and future versions of the individual service.

NEMR may use personal information it collects to provide you with information or better services. In addition, we may use the non-personal information we collect to provide you with a better experience in the future. NEMR does not rent, sell or trade your private information to any non-affiliated third party.

With whom do we share your information?

- **With our Member/Customers:** NEMR may share your personal information with our Member/Customers to make sure your experience is at the highest level possible and that you have the fullest service that NEMR has to offer. This is subject to applicable legal restrictions, such as those that exist for Customer Proprietary Network Information (CPNI).
- **With Non-Member/Customers that perform services for NEMR:** We share your personal information only with Non-Member/Customers that perform services on our behalf and only as necessary for them to perform those services. We a) require those Non-Member/Customers to protect any personal information they may receive in a professional manner consistent with our policy and b) we will not provide personal information to Non-Member/Customers for the marketing of their own products and services without your consent.

Other circumstances that may warrant us to share your personal information.

- Complying with any court ordered subpoenas or any other legal process.
- To assist with identity verification and prevent fraud and identity theft.
- Enforcing our agreement and property rights.
- Obtaining payments for products and services that appear on your NEMR billing statements, or those of our Member/Customers, including the transfer or sale of delinquent accounts to third parties for collection.

Protection of Underage Children.

NEMR's websites or usage is not intended for children under the age of 15 years. NEMR does not knowingly collect or solicit personal information from anyone under the age of 15 or knowingly allow such persons to register for use of any of our products or services. In the event NEMR learns that we have collected personal information from a child under the age of 15 years without verification or parental consent, we will delete such information as quickly as possible.

How does NEMR protect your personal information?

NEMR takes reasonable precautions to protect your personal information against unauthorized access by requiring the employees to use secured access authentication and password to obtain customer information and by storing electronic file information on a secure server, which is accessible only by authorized personnel.

No data transmission over the Internet can be guaranteed to be 100% secure and we will not be held liable should a third party illegally obtain your personal information via Internet transmission. While we do our due diligence to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk.

How does the customer provide consent?

By using NEMR services, you agree with our Privacy Policy and practices and procedures contained herein regarding the collection and sharing of your information. To opt out of the sharing of your information for marketing purposes, please contact NEMR.

How often are changes made to the Privacy Policy and how will you learn of the changes?

NEMR reserves the right to change, modify, or update this Privacy Policy at any time without notice. In the event of any modification, we will post the changes in this Privacy Policy so that you will always know what information we are gathering and how we might use that information. However, if such changes are material, we will either announce the change on the home page of the site or take other such actions as we deem appropriate under the circumstances. Accordingly, you should periodically visit this page to determine the current Privacy Policy to which you are bound.