

Privacy Statement

We have created the Innfinity Privacy Statement to explain our privacy practices. When you register for or use the Innfinity Service, you should understand when and how personal information is collected, used, disclosed and protected. We use your personal information for the following purposes:

- To communicate with you, including promoting the Service and informing you of enhancements to the Service.
- To serve you when you have questions or problems.
- To perform normal business operations, such as billing, collection, and accounting.
- To investigate complaints and protect the Service and our subscribers from violations of the law, the Service Agreement, and the Acceptable Use Policy.

We will not sell your personal information to any third parties. When you sign the Service Application, you give Innfinity permission share your contact information with networking contractors and equipment installers we have selected. They will use this information to contact you to arrange for equipment installation and for ongoing service issues. Innfinity requires all third parties to follow our privacy practices when the third-party acts solely on our behalf.

1. Information Collected

Personal information is information that can be directly associated with a specific person or entity. When you register for the Service you provide personal information such as your name, address, telephone number, e-mail address, and credit card or bank account numbers. This information is not shared with third parties, unless you give explicit permission, or when specifically stated otherwise or in special circumstances below.

We automatically receive certain types of information whenever you use the Service. For example, the amount of network resources you use, the IP address you are assigned, and the signal strength of your connection. We use this information to improve network speed and reliability and to plan for future network expansion. For security purposes, we identify the hardware address (MAC address) of the wireless network client you use to access the network and deny access to unregistered clients. Please note, however, that Innfinity does not under normal circumstances access, read, upload or store data contained in your private files or monitor the content accessed during your use of the connection.

Innfinity recognizes that parents often subscribe to the Service for family use, including for use by minors. Any information collected from such usage will appear to be the personal information of the actual subscriber to the service and will be treated as such under this Privacy Statement. Furthermore, Innfinity does not knowingly, directly or passively, collect information from children under the age of 13.

2. Network and Information Security

We maintain a variety of physical, electronic, and procedural safeguards to guard your personal information and to protect the loss, misuse, and alteration of the information under our control. Also, we restrict access to your personal information to those employees who need to know that information to provide services to you. While we make every effort to ensure the integrity and security of our network and systems, we cannot guarantee that our security measures will prevent third parties from illegally obtaining this information.

3. Special Circumstances

Innfinity may disclose information concerning a subscriber or a transmission made using our network in order to comply with a court order, subpoena, summons, discovery request, warrant, statute, regulation (such as the Electronic Communications Privacy Act) or if, in our sole discretion, we believe that it is reasonable to do so to protect Innfinity, our subscribers, and others from harm, where such disclosure is necessary to the proper operation of the system, or to bring legal action against someone who violates our Acceptable Use Policy or Service Agreement. Innfinity assumes no obligation to inform the subscriber that their information has been provided, and in some cases may be prohibited by law from giving such notice. Innfinity will revise or update this Privacy Statement if our practices change as we change existing or add new services. If you have any questions, comments or concerns about this Privacy Statement, please contact privacy@innfinity.com.