

Internet Service Privacy Policy

Effective Date: _____

Last Updated: _____

This Privacy Policy describes how _____ ("we", "our", or "us") collects, uses, shares, and protects the personal information of our customers and users of our high-speed internet services, website, and related applications.

1. Information We Collect

We collect various types of information to provide, maintain, and improve our services, including:

- **Account Information:** Your name, billing address, shipping address, email address, telephone numbers, and payment details.
- **Network and Usage Information:** Data related to your use of our network, including broadband speeds, traffic data, data usage volume, IP addresses, connection times, and device identifiers.
- **Location Information:** General location data derived from your IP address or precise location data if you enable it on your connected devices.
- **Customer Service Interactions:** Records of communications, technical support requests, and feedback you submit to us.

2. How We Use Your Information

We use the information we collect for the following business purposes:

- Providing, activating, and maintaining your internet service.
- Billing, processing payments, and managing account preferences.
- Monitoring network performance, managing traffic, and troubleshooting technical issues.
- Protecting our network, services, and users from fraud, abuse, and security threats.
- Complying with applicable laws, regulations, and legal processes.

3. Information Sharing and Disclosure

We do not sell your personal information. We may share your information under the following circumstances:

- **Service Providers:** With third-party vendors who perform services on our behalf (e.g., billing, customer support, network maintenance).
- **Legal Compliance:** When required to respond to subpoenas, court orders, or other legal processes, or to establish or exercise our legal rights.
- **Business Transfers:** In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business.

4. Data Security and Retention

We implement administrative, technical, and physical security measures designed to protect your personal information. However, no security system is completely secure. We retain your information for as long as your account is active, as necessary to provide you with our services, or as required to comply with legal obligations and resolve disputes.

5. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal information, including:

- The right to access the personal information we hold about you.
- The right to request the correction of inaccurate information.
- The right to request the deletion of your personal data under certain conditions.
- The right to opt-out of marketing communications.

6. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the new policy on our website at _____ and updating the effective date at the top of this page.

7. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us at:

Email: _____

Phone: _____

Address: _____