

## Privacy Policy

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Your privacy is important to all of us at CordiaLT, and we are committed to respecting and protecting the privacy of our customers. We carefully ensure the confidentiality of each customer's account information and recognize that as a provider of telecommunications services, we must also ensure the privacy of each customer's telephone calling information.

### Summary of Our Privacy Practices

- To provide our customers with their own accurate, detailed billing information, we maintain detailed records. We will not sell this Customer Proprietary Network Information (CPNI) - in any form, including billing records, calling habits or type of service - to unaffiliated third parties.
- We will not provide customer email addresses to outside parties for the marketing of their products. To ensure that you will not receive unwanted recurring marketing information from us, we will provide you with simple instruction on each marketing email from CordiaLT for you to let us know that you have chosen to stop receiving such emails from us.
- We will keep our customer's personal information secure and confidential through safeguards such as secure encryption technology and by requiring user names and passwords to access personal information.

### Background on Customer Proprietary Information (CPNI) and How We Use It

#### Background on CPNI

In the normal course of providing VoIP service, CordiaLT collects and maintains certain information about customer accounts. This information, when matched to a customer's name, address and calling or originating billing telephone number is known as "Customer Proprietary Network Information," or CPNI for short.

Examples of CPNI include information typically available from details on a customer's monthly telephone bill -- the type of line, technical characteristics, class of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns.

CordiaLT does not sell CPNI to unaffiliated third parties and abides by the federal and/or state CPNI rules that apply to all telecommunications carriers.

## **Information on restricting our use of your CPNI**

If you would like to restrict the use of your CPNI for the marketing of certain products and services, please [Contact Us](#). Restricting use will not eliminate all CordiaLT marketing contacts.

## **Information we collect, use and disclose to provide products and services**

CordiaLT collects and uses customer information or "personal information" such as name, address, phone number, and demographic, billing, payment, and transaction information. We may use personal information to monitor our customers' quality of service and/or to provide products and services.

CordiaLT may also provide customer information to third parties solely in order to provide certain CordiaLT-offered products and services.

CordiaLT collects email addresses from customers to provide purchase confirmation and product/service information. CordiaLT also collects customer email addresses from third parties in order to complete a customer profile. Email addresses may be used for marketing CordiaLT-offered products and services. CordiaLT email marketing practices are described elsewhere in this Privacy Policy.

We may share necessary information with outside parties, such as shipping companies, to complete an order. We may, where permitted by law, provide information to credit bureaus, or provide information and/or sell receivables to collection agencies, to obtain payment for CordiaLT-offered products and services. CordiaLT or one of our authorized agents may also use personal information to market and sell CordiaLT-offered products and services.

## **Information we disclose to third parties**

CordiaLT must disclose information, when requested, to comply with court orders or subpoenas. We will also share information when necessary to prevent unlawful use of communications services or when necessary to repair network outages.

Your name and telephone number may also be transmitted and displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID Blocking does not prevent the display of your number when you dial certain business numbers.

## **What Online Information We Collect and How We Use It**

### **When you visit our Website**

A Web visitor may choose to provide such information as name, address, telephone number and email address when ordering a product or service, sending us an email, registering on a company Web site or entering surveys, contests or sweepstakes. Additionally, CordiaLT customers may choose to provide such information in conjunction with online billing.

CordiaLT or one of our authorized agents may use such information to market and sell CordiaLT-offered products and services.

### **Our email marketing practices**

We periodically send customers news via email regarding products, new offers and special promotions.

We use clear gifs in our HTML-based emails to let us know which emails have been opened by the recipients. This allows us to gauge the effectiveness of certain communications and the effectiveness of our marketing campaigns.

If you do not wish to receive email marketing messages, you can notify us by following the simple instructions contained in every email correspondence sent by CordiaLT on how to stop additional marketing emails.

### **Tracking Activity on Our Web Site**

When you browse cordialt.com and have not registered for any online service from CordiaLT, personally identifiable information - such as your name, address, phone number, and e-mail address - is not collected.

However, we track how our site is used by both visitors and our registered customers. One way we track is by using a small string of text that is sent to your browser known as a "cookie." Cookies collect information that includes the server your computer is logged onto, your browser type (for example, Netscape or Internet Explorer), and whether you responded to a CordiaLT banner ad from outside our site or through an e-mail link. A cookie cannot retrieve any other data from your hard drive, pass on computer viruses, or capture your email address or any other personally identifiable information.

Using cookies enables us to recognize your computer if you or someone else using your computer returns to our site, and to keep track of the pages on our site that you or another user of your computer visit, and whether or not you or another user of your computer respond to certain banner ads or special offers. We use this information to help us present more relevant offers and information.

You can adjust your computer browser settings so that you are informed when a cookie is being placed on your browser. You can also set your browser to decline or accept all cookies. However, if you choose to register for an online service on cordiaip.com, you must accept cookies in order to access CordiaLT's site pages that enable you to view your confidential account information. These cookies are essential for site administration and security.

### **How we protect your data**

We maintain and protect the security of our servers and your personal information.

To secure the information collected online, prevent unauthorized access, maintain data accuracy and ensure only appropriate use of information, CordiaLT has established appropriate physical, electronic and management safeguards. We require user names and passwords to access sensitive data and unless you authorize unencrypted transmission, we will use industry standard encryption methods to protect your data transmission.

### **When you link from our Website to other Websites**

CordiaLT's Web site may contain links to other external Web sites. We are not responsible for the content or privacy of other Web sites.

### **Our policy on online access by children**

Protecting the privacy of the very young is especially important.

CordiaLT corporate Web sites are not designed to attract children under the age of 13 and CordiaLT does not knowingly collect personal information from children on our Web sites.

Ordering IP online products and services from are limited to adults age 18 or over or as otherwise legally defined.

### **Privacy Policy Updates**

This Privacy Policy supercedes and replaces all previously posted Privacy Policies.

Our Privacy Policy is regularly reviewed and revised to make sure we continue to serve the best interests of our customers.

We reserve the right to update this Privacy Policy to reflect any changes.

If we decide to change our Privacy Policy, we will post those changes to this Policy, and other places we deem appropriate so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If, however, we are going to use personal information in a manner different from that stated at the time of collection we will notify Web visitors by posting a notice on our Web site for 30 days.