



WHAT IS THE PURPOSE OF THIS PRIVACY POLICY?

Intermedia created this Privacy Policy to demonstrate our firm commitment to the privacy of our customers, private label resellers and affiliates. This Privacy Policy sets forth our practices regarding the gathering and dissemination of Information (as defined below).

HOW DOES INTERMEDIA DEFINE “PERSONAL INFORMATION” UNDER THIS PRIVACY POLICY?

In this Privacy Policy, “Personal Information” means any information about an identified or identifiable individual that is collected, obtained or otherwise processed by Intermedia in the following situations:

- Through access to or use of Intermedia’s websites; and
- When a current customer, private label reseller or affiliate of Intermedia uses our platform or services (the “Services”), including as the term “Services” is defined in our Master Service Agreement, Private Label Reseller Agreement, Affiliate Agreement or other agreement with Intermedia (the “Agreement”). Personal Information may include Data when defined in the Agreement.

If you have an Agreement with Intermedia, any conflict or inconsistency between this Privacy Policy and Intermedia’s confidentiality obligations to you under the Agreement shall be resolved in favor of the Agreement.

By visiting our websites or using our Services, you accept and consent to the practices set forth in this Privacy Policy.

WHAT IS THE SCOPE OF THIS PRIVACY POLICY?

This Privacy Policy only covers Personal Information collected by Intermedia. Intermedia's websites may, from time to time, contain links to third party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that Intermedia does not accept any responsibility or liability for these policies. Please check these policies before you submit any data to these websites.

WHAT ARE INTERMEDIA’S GUIDELINES REGARDING CHILDREN?

Intermedia requires that all account holders be 18 years of age or older. In addition, our websites and Services are not designed for or directed to children under the age of 13, and Intermedia will not knowingly collect or maintain information about any person under the age of 13. If you believe Intermedia has collected any information from or about any person under 13, please contact us at privacy@intermedia.net.

WHAT ABOUT MY USE OF INTERMEDIA FORUMS?

Intermedia may make chat rooms, forums, message boards, news groups and similar media, including social media, available to you. Please remember that any information that is disclosed in these areas may become public and you should exercise caution when deciding to disclose any Personal Information in any of these areas.

WHAT KIND OF INFORMATION DOES INTERMEDIA COLLECT?

Intermedia may collect the following information, which may include Personal Information:

- Personal Information that you voluntarily provide when using our websites or Services,

- including contact information (e.g., email address, name, telephone number, home or work address, and ZIP code) and billing information (e.g., credit card number, bank account number and billing address);
- Technical standard information sent by your browser during visits to our websites or your use of our Services, including IP address, your computer's operating system, language preference and browser type; and
 - Information about general usage of our website collected by using a cookie file which is typically stored on the hard drive of your computer. Please see the "How Does Intermedia Use Cookies" section below for a further explanation.

HOW DOES INTERMEDIA USE COOKIES?

When you access our websites or our Services, we may send one or more cookies to your computer. By sending you cookies with values that are unique, we may be able to uniquely identify your web browser or device when you access our websites or our Services. We may use both "session" and "persistent" cookies to collect, store, and sometimes track various types of information. A session cookie is one that is intended to disappear after you close your browser. A persistent cookie remains after you close your browser (and may be used by your browser to identify itself when you later return to our websites or Services). Persistent cookies generally can be removed. We use cookies to retain your session states and to offer you a personalized experience on our websites and Services. You can review the "Help" file in your browsers or mobile devices to learn the proper way to modify your cookie settings. Please be aware, however, that the use of cookies is necessary for the use of the administrative control panels and certain other aspects of our websites and Services.

INTEREST-BASED ADVERTISING

When you visit one of our websites, advertising companies such as Google may place a cookie on your computer and may collect certain information about your use of our websites. These companies may use this information, as well as information they collect from your use of other websites, to display advertisements on the Internet about products and services they believe you may be interested in. You can learn more about this practice, and can learn about your choices with respect to the use of this information about you for customizing advertisements, at www.aboutads.info/choices.

HOW DOES INTERMEDIA USE, STORE AND RETAIN INFORMATION?

Intermedia may use, store and retain information, which may include Personal Information, in the following ways:

- To provide you with information regarding the status of your account, to determine your tax status, and to bill you for our Services;
- To provide you with information and Services that you request from Intermedia and to carry out Intermedia's obligations arising from any agreement entered into between you and Intermedia, including the Agreement;
- To manage our existing and prospective relationships with customers, resellers, distributors, vendors, service providers and affiliates, including accounting, auditing, billing and fee collection;

- To administer, test, analyze and improve Intermedia's Services and to facilitate marketing, including providing you with information about available Services and related products and services;
- To gather broad demographic and statistical information, and other de-identified or aggregated information, which Intermedia may use for purposes such as understanding broad demographic trends and statistical information;
- To notify you about changes to the Services, welcome letters, billing reminders, technical notifications and security announcements;
- To comply with applicable legal requirements, industry standards and Intermedia's procedures and policies; and
- For other purposes to which you may provide your consent.

If you are an existing customer, unless you ask Intermedia to provide you with additional marketing information, we will only contact you by electronic means (e-mail or by posting to your account with Intermedia). Where required under applicable law, we will only send you marketing communications with your consent.

We are committed to keeping Personal Information no longer than necessary to achieve the purpose for which it was collected, unless allowed or required by law.

HOW DOES INTERMEDIA SHARE INFORMATION?

Intermedia may disclose your information, including Personal Information, as follows:

- To entities within the Intermedia group and third-party business partners on a need-to-know basis, as necessary for the purposes described above;
- Billing information to organizations such as VeriSign, PaymenTech, Signio CyberCash and similar organizations, who process billing information on our behalf;
- In de-identified or aggregated form to third parties, such as usage information to our service and license providers for licensing compliance, licensing usage calculation, billing and support purposes;
- If you purchase voice Services from us through Costco, we may, to the extent permissible, share with Costco your name, address, telephone number, email address, the Service purchased and the Service initiation date associated with your Intermedia account. Any such information provided to Costco will be subject to Costco's privacy policy; or
- To vendors and contractors providing services in support of Intermedia's business. Intermedia will only release information that is needed to deliver the service for which the third party vendor has been contracted. These vendors are required to maintain strict security and confidentiality of the information and are prohibited from using it for any other purposes other than in accordance with Intermedia's instructions and policies.

In addition, Intermedia may access and release your information, including Personal Information, under the following circumstances:

- In response to subpoenas, warrants, government inquiries, court orders, or legal process, including to meet national security or law enforcement requirements, or to establish or

exercise our rights to defend against legal claims, as determined by Intermedia in each case;

- If we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, safety of person or property, violation of our policies, or as otherwise required by law (this includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction); and
- If Intermedia, any of its websites or Services or a related asset or line of business is acquired by, transferred to, or merged with another company.

TRANSFERS OF PERSONAL INFORMATION OUTSIDE OF THE EEA OR SWITZERLAND

Intermedia is a global business that operates across borders. If you are located within the European Economic Area (“EEA”) or Switzerland, your Personal Information may be transferred to countries outside the EEA or Switzerland, including to the United States, where we are headquartered. These countries may not have similar data protection laws to the EEA or Switzerland. If Intermedia transfers your Personal Information outside of the EEA or Switzerland, it will protect it as described in this Privacy Policy.

Intermedia adheres to the EU-U.S. Privacy Shield Framework (“Privacy Shield”) set forth by the United States Department of Commerce and the European Commission regarding the collection, use, and retention of Personal Information collected from individuals located in the EEA. For more information about how we comply with the Privacy Shield Principles, please read our Privacy Shield Notice, which is available [here](#).

Intermedia is also certified under the Swiss - U.S. Safe Harbor framework. Our Safe Harbor certification is available [here](#).

IS MY PERSONAL INFORMATION SECURE?

Intermedia takes reasonable steps in an effort to ensure that your Personal Information is treated securely and in accordance with this Privacy Policy and requires its suppliers to do the same. Intermedia has security measures in place to help protect against the loss, misuse, or alteration of the Information under Intermedia's control. Your contact and financial information is submitted via a secure (HTTPS) connection and stored in the Intermedia database protected by a firewall. Any payment transactions will be encrypted using SSL technology.

Although Intermedia uses reasonable efforts to protect your Personal Information, transmission via the Internet is not completely secure. Therefore Intermedia cannot guarantee the security of your Personal Information transmitted using our websites or Services and any transmission is at your own risk.

YOUR RIGHTS AND CHOICES

You have the right to request that Intermedia not contact you or use your Information for purposes which are not reasonably necessary for the administration of our websites and/or the provision of Services. If you wish to exercise this opt-out right or to terminate your account, please contact Intermedia at 825 East Middlefield Road, Mountain View, CA 94043. You may also send an e-mail to privacy@intermedia.net or access any available termination or opt-out features in the administrative control panel for your Account.

Where required under applicable law, we will only send you marketing communications with your consent. When you receive marketing communications from us, you may indicate a preference to stop receiving further communications from us and you will have the opportunity to “opt-out” by

following the unsubscribe instructions provided in the communication you receive, or by contacting us at privacy@intermedia.net

Please note that you cannot unsubscribe from certain correspondence from us regarding our provision of Services to you, including messages relating to your account, unless you stop using our Services. In addition, certain Information may be required in order to use our websites or Services; as such, the only practicable method to opt out of providing Information in connection with the use of those websites or Services would be to refrain from subscribing to or using those websites or Services.

If you have any questions about this Privacy Policy, the privacy practices of our websites or Services, or your dealings with our websites or Services, please feel free to contact us as described below.

You may also revise your contact and financial information or terminate your account through the administrative control panel for your Account.

QUESTIONS REGARDING THIS PRIVACY POLICY

For inquiries or complaints regarding this privacy policy, please contact Intermedia at:

Director of Security and Privacy
825 East Middlefield Road, Mountain View, CA 94043
privacy@intermedia.net

HOW IS THIS PRIVACY POLICY UPDATED?

Intermedia reserves the right to change this Privacy Policy at any time. Any changes to the Privacy Policy will be posted to at least one of our websites, including at <http://www.intermedia.net/legal>. In the event that the changes materially alter your rights or obligations under this Privacy Policy, we will make reasonable efforts to notify you of the change. For example, we may send a message to your email address, if we have one on file, or generate a pop-up or similar notification when you access our Services or administrative control panel for the first time after such material changes are made. Your continued use of our Services constitutes your acceptance of the terms of the Privacy Policy as amended or revised by us from time to time.