

# Pioneer Telephone Cooperative Privacy Policy

At Pioneer Telephone Cooperative (Pioneer), we are committed to protecting the privacy of our members. We know that you place your trust in us, and we strive to provide a safe, secure Member experience. While there is certain subscriber information known as Customer Proprietary Network Information (CPNI) that Pioneer has a responsibility to protect, we also take great care to protect all of the information that you provide us.

This privacy statement sets forth the privacy policy that applies to Pioneer and its Members.

## **The information to we use to serve you**

During the course of establishing and maintaining service, we may request that you provide personal information, including your name, address, e-mail address, telephone number, credit card number, social security number, contact information, billing information and any other information from which your identity is discernible. We also gather or may gather certain information about your use of Pioneer products and services.

We may ask for this information to be provided to Pioneer in person, via telephone or online. It is important to note that Pioneer's website may contain links to other websites over which we have no control. We are not responsible for the privacy policies or practices of other websites should you choose to link from our sites. We encourage you to review the privacy policies of those other websites so that you can understand the privacy of that website.

## **Our Use of Your Information**

Pioneer uses the information we gather from you for the purpose of operating and improving our service to you. Pioneer may use your contact information to send mail or e-mail you information related to our telephone service regarding updates to our products or services.

## **Disclosing Your Information**

Pioneer does not sell your information to third party entities. We may share information if it is necessary to make improvements to our products and services through the use of consultants and vendors who will be contractually obligated to not further share this information.

There are times when we are required to disclose information, to governmental entities who have asserted a legal order or if we believe in good faith that such action is necessary to (a) conform to legal requirements or comply with legal process; (b) protect our rights or rights or property or our affiliated companies; (c) prevent a crime or protect national security; or (d) protect the personal safety of users or the public.

## **Security**

Pioneer has put in place measures designed to secure your personal information from accident, loss and from unauthorized access, use, alteration or disclosure.

You may review, correct, update or change your customer information at any time.

If Pioneer decides to make changes to our privacy statement, we will post those changes on the Pioneer website so that you will know what information is being gathered and how that information might be used.

If at any time you have questions or concerns about this privacy statement or believe that we have not adhered to this privacy statement, please feel free to call us 541-929-3135 and speak to one of our Customer Service Representatives.<sup>1</sup>