

Maquoketa Valley Rural Electric Cooperative

PRIVACY POLICY

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I. INTRODUCTION

Protecting your privacy is important to us and we are committed to providing a secure environment to protect the personal and private information provided by you in connection with your use of this web site or our mobile application, MVlink Managed WiFi. Maquoketa Valley Rural Electric Cooperative (MVEC) believes the following statement demonstrates our full commitment to privacy and helps you understand how MVEC collects, uses and safeguards any personal information you provide us from this web site or through the mobile application.

II. INFORMATION COLLECTED

You will be required to provide personal information to open an account to use or access payment areas of the site, including name, address, telephone number, account number, credit card or banking number and email address.

When you complete the account registration process, you must provide complete and accurate information. You are entirely responsible for selecting a username and for maintaining the confidentiality of your password. You may not use the account or password of someone else at any time. You agree to notify us immediately of any unauthorized use of your account or password. MVEC shall not be liable for any loss that you incur as a result of someone else using your account or password, either with or without your knowledge. You may be held liable for any losses incurred by MVEC, our affiliates, officers, directors, employees, consultants, agents, or representatives due to someone else's use of your account or password.

MVEC does not collect, store or otherwise maintain any financial information of users who make a payment through this web site. Payments, including information associated with your credit card or banking account, are processed by a third party processing partner. All information associated with your use of the third party processing partner will be handled in accordance with the terms of use for that third party processing partner and you agree to those terms of use.

Otherwise, MVEC does not collect any personally identifiable information about you through this web site or mobile application.

Like most Internet sites, we do obtain some non-personally identifiable information such as your location, the URL that referred you to our site, your Internet browser version, or type of operating system that you use. This information helps us analyze traffic patterns, perform routine maintenance, maintain site security, and is used solely for the purpose of improving our

site navigation, measuring our advertising effectiveness and to improve the appearance of our site to the maximum number of visitors.

III. USE OF INFORMATION

MVEC uses the information collected as described in this Privacy Policy, including personal information to:

- Provide you with the service(s) you requested as per membership agreement(s) or your download of MVlink Managed WiFi mobile application
- Improve and/or enhance services we provide
- Carry out MVEC's obligations as described in membership agreements and this Privacy Policy
- Enforce MVEC's rights arising from any agreements between you and MVEC
- Fulfill any other purpose authorized by you and reasonably required for your use of this web site or the mobile application

MVEC sometimes uses "cookies" to enhance your experience on this web site.

Cookies cannot be used to personally identify you in any way. A cookie is a unique file that is stored on your computer. This cookie helps ensure that you don't repeatedly see the same advertisement, such as a pop-up ad window. Although the acceptance of cookies help us to enhance your stay at our site, they are not required to view our site.

If you do not want cookies, you can usually configure your Internet browser software to reject cookies or manually delete them. Consult your Internet browser's documentation for more information.

IV. DISCLOSURE OF INFORMATION

Protecting your privacy is very important to us. MVEC does not sell or share any type of personal information with anyone.

However, we cannot be responsible for the privacy practices of third party sites. Please read the privacy policy section pertaining to third party sites.

MVEC may disclose information to its subsidiaries, affiliates and certain third-party vendors and contractors that provide development, integration, web hosting and consulting services for the purposes of providing, maintaining and enhancing this web site or mobile application and the services they offer.

MVEC may be required to disclose information under certain circumstances:

- To comply with any court order, law or legal process, including to respond to any government or regulatory request;
- To enforce MVEC's rights arising from the membership agreement entered into between you and MVEC; or
- If MVEC believes disclosure is necessary or appropriate to protect the rights, property, or safety of MVEC, its members or other third parties

V. THIRD PARTIES

MVEC's site may contain links to third party sites. We are not responsible for the privacy practices of third party sites. Once you leave our site we have no control over your privacy.

Third-party resources that can be accessed with hypertext links from this web site are not under

our control, and MVEC is not responsible for the contents of any of these third-party resources. The third-party links on this site are provided for your convenience only.

The inclusion of any link on this site does not imply any specific recommendation, approval or endorsement of the third party.

Please investigate any third party offers found here with their respective companies and make your own informed decisions. Review the privacy statements of each web site you visit to ensure your personal privacy with respect to third party offers.

The privacy information contained here pertains exclusively to the MVEC web site and mobile application.

VI. EMAIL AND SPAM

MVEC may contact you periodically with newsletters or other information by email. Any email sent by MVEC provides the option to be removed from the email mailing list. If you wish to be removed from the mailing list, you may do so by contacting us directly.

MVEC sends no unsolicited or SPAM mail.

- If you need to be removed from an Internet service provider or other access provider's mailing list you will need to contact them directly.
- If you continue to receive SPAM report it to the Federal Trade Commission. Send a copy of unwanted or deceptive messages to spam@uce.gov. The FTC uses the unsolicited emails stored in this database to pursue law enforcement actions against people who send deceptive spam email.
 - o Let the FTC know if a "remove me" request is not honored. If you want to complain about a removal link that doesn't work or not being able to unsubscribe from a list, you can fill out the FTC's online complaint form at www.ftc.gov. Your complaint will be added to the FTC's Consumer Sentinel database and made available to hundreds of law enforcement and consumer protection agencies.
 - o Whenever you complain about spam, it's important to include the full email header. The information in the header makes it possible for consumer protection agencies to follow up on your complaint.

VII. CONTACT INFORMATION

We welcome questions regarding our privacy policy. Users with complaints or questions relating to our privacy policy or these disclosures can contact us at:

Phone: 1-800-927-6068
Email: management@mvec.com

A user always has the right to file a complaint with the Federal Communications Commission at www.fcc.gov.

VIII. POLICY CHANGES

Any changes to our privacy policy will be posted here. Continued use of the MVEC web site or mobile application implies that you understand and agree with our privacy policy.