

# Privacy Policy

**LAST UPDATED ON MARCH 11, 2019**

CityCommunications, CityCare, and CityHosted are very concerned about customer privacy. In the normal course of providing services we make every reasonable attempt necessary to ensure the privacy of information we obtain. We will work hard in order to serve our customers while continuing to remain sensitive to their privacy.

## **How We Use Information**

Information we obtain from our customers is necessary in order for City Communications, CityCare and CityHosted to provide services and plan for your future use. Your name, address and the services you buy from us are necessary information for us to have in order to properly provide and bill for those services. When you call us, our representatives make every attempt to serve your needs, account records, invoice records and your calling patterns, and other information is necessary in order to answer your questions.

Information in our records may also be utilized in order to protect our customers, employees or property – for instance, to investigate fraud, harassment or other types of unlawful service activities involving CityHosted or other carriers that we do business with. In some situations, it may be necessary to provide this information to government entities or agents, or third parties who make a lawful demand for it. Your acceptance of our services is your consent to such limited disclosure of your information if we are required to do so.

## **Accuracy, Security and Accountability**

Information we obtain from our customers needs to be accurate. If your service information or your personal contact information changes or you see an inaccuracy on your CityHosted or CityCare bill, please let us know as soon as you can so we can correct it.

CityHosted and CityCare have information systems that collect and store customer information. These systems have different types of security for the information stored. CityHosted and CityCare employees are required to keep customer information confidential and are held accountable by CityHosted and CityCare for any actions which violate our privacy policies.

## **Disclosure of Information Outside of CityHosted**

CityHosted does not release customer information to unaffiliated third parties without your permission unless we have a business relationship with those companies where the disclosure is appropriate or needed to provide the services you request.

There are exceptions to this rule. CityHosted might provide information to regulatory or

administrative agencies so that they can accomplish their regulatory tasks (for example, responding to a customer complaint). Other disclosures are necessary in order to comply with legal requirements imposed on CityHosted or CityCare. CityHosted and CityCare comply with “legal process,” such as subpoenas, court orders or other similar demands, associated with either criminal or civil proceedings or investigations.

### **Disclosure of Account Information**

If you instruct us in writing to release your account information to a third party, we will honor your request and provide that information.

### **Disclosure of Customer Telephone Numbers, Names and Addresses**

Sometimes telephone numbers and names can be released through the telephone network such as when your phone number and name are released through a Caller ID mechanism. How a number may be released through the network will depend on listing status. For example, a person can ask CityHosted to include them in directories (that is “publish” their number) or not. Persons can ask to not be published in directories but included in Directory Assistance (non-listed numbers). Or persons can ask not to be either in directories or Directory Assistance (non-published).

When you order services from us to connect to an Internet Service Provider (ISP) or choose a carrier, we may need to advise them of your telephone number in order that they may provide your requested service. This includes non-listed and non-published telephone numbers.

In addition to the above types of disclosures, we are required, by law, to make disclosures of customer telephone number, name and address information in certain circumstances, including those described below.

- We are required to provide listed customer names, addresses and telephone numbers to our directory publishers. Publishers may publish this information in alphabetical or reverse directories that take the form of paper directories, electronic directories over the Internet, or on CDs.
- In some cases, when you dial 911, your name, address and telephone number information is provided to the emergency service provider. And, by law, we are required to provide this information, including non-listed and non-published information, to emergency service providers and emergency support services providers upon request in a more comprehensive format.
- If you place a long distance call using a provider other than the one you use on your home phone — for example, if you place a calling card or third number billed call from a pay phone – we are required by law to provide billing name and address information to the service provider. This includes

names and addresses associated with non-published and non-listed information where the individual has not objected. This information cannot be used for marketing purposes.

**Your Control Over the Disclosure of Information**

You tell us the telephone listings you want to include in our directories and in directory assistance. You also may choose to have a non-published or non-listed number, or to exclude your address from your listing.

As we addressed above, in certain cases you can block the transmission of your telephone number (and name) to those persons you call. CityCommunications, CityHosted and CityCare will update this privacy policy from time to time to reflect regulatory requirements, applicable laws and changes to its Master Service Agreement (MSA) with you. In the event of a conflict between the terms of your MSA and this Privacy Policy, the terms of the MSA shall control.