

Geneseo Communications, Inc. Privacy Policy

Geneseo Communications, Inc. has a duty to protect the confidentiality of your service information and is committed to respecting the privacy of our customers. We strive to provide a safe, secure customer experience. This privacy statement sets forth the privacy policy that applies to Geneseo Communications, Inc. and its customers.

From time to time Geneseo Communications, Inc. and its subsidiaries, change its service offerings and makes available additional features and services, which may enhance and augment the services to which you are already subscribed. In order for us to determine which customers may benefit from the new services and enhancements, we may use information about your account that is within our database, legally referred to as Customer Proprietary Network Information (CPNI). Use of this data will allow Geneseo Communications, Inc. and its subsidiaries to tailor our service offerings to your individual needs, and provide you with the information you need regarding innovative communication services or new communications technology and products.

Information Collection and Handling

Geneseo Communications, Inc. 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 Geneseo Communications, Inc. products and services. There is also information about your computer hardware and software that is or may be collected by us. This information can include without limitation your IP address, browser type, domain names, access times and referring web-site addresses.

The information we gather at Geneseo Communications, Inc. will not be shared outside of the Company unless 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. Geneseo Communications, Inc. will disclose information if legally required to do so, if requested to do so by a governmental entity 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.

Geneseo Communications, Inc.'s web-site may contain links to other web-sites over which we have no control. We are not responsible for the privacy policies or practices of other websites to which you choose to link from our sites. We encourage you to review the privacy policies of those other web-sites so that you can understand the privacy of that web-site.

Our Use of Your Information

Geneseo Communications, Inc. uses the information we gather from you or when you visit our website, whether personal, demographic, collective or technical, for the purpose of operating and improving our service to you and notifying you of the products and services associated with providing you service that we offer. Geneseo Communications, Inc. may use your contact information in order to send you e-mail or other communications regarding updates at our web-site that relate to your service or products or services related to our service.

Geneseo Communications, Inc. does not disclose your personal information to third parties, or your combined personal and demographic information. Geneseo Communications, Inc. discloses information to companies and individuals we retain to perform functions on our behalf, such as consultants or vendors that help maintain our services. For example, third parties that host our web servers that analyze data or that process credit card payments. These third parties will have access to your personal information as necessary to perform their functions that aid Geneseo Communications, Inc.'s ability to provide service, but they may not share that information with any other third party.

Geneseo Communications, Inc. may disclose and transfer information to a third party who acquires all or a substantial portion of our business, whether such acquisition is by way of merger, consolidation or purchase of all or substantial portion of our assets.

How to make changes to your CPNI Election

You may review, correct, update or change your customer information at any time. Geneseo Communications, Inc. has put in place measures designed to secure your personal information from accident, loss and from unauthorized access, use, alteration or disclosure.

You have a right under federal law to protect the confidentiality of your account information and restrict the use of CPNI data, and we have a responsibility to protect your data. To restrict the use of your CPNI data, you must call our Customer Service team at 309.944.2103 or toll-free at 800-.852.3611 during regular business hours, or e-mail us at wecare@geneseo.com expressing your option to GRANT, DENY or WITHDRAWL use of your CPNI. Please include your name, your account number and a number where you can be reached. Your denial or approval for Geneseo Communications, Inc. and its subsidiaries to use this data will not affect the provision of any services to which you subscribe. Your approval or denial of approval for the use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

Privacy Policy Standards

If Geneseo Communications, Inc. decides to materially change our privacy statement, we will post those changes through a prominent notice to the Geneseo Communications, Inc. website so that you will always 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 309.944.2103 and speak to one of our Customer Service Specialist. Geneseo Communications, Inc.'s representatives will promptly answer your question or resolve your problem.