

Privacy and Security Policy

Introduction

Sharon Telephone Company ("we," "our," "us") is committed to protecting the privacy and security of our customers' personal information. This Privacy and Security Policy outlines our practices regarding the collection, use, and safeguarding of your data when you use our broadband services and visit our website.

Information We Collect

Personal Information

We may collect the following types of personal information:

- **Contact Information:** Name, address, location, phone number, email address
- **Billing Information:** Payment details, billing address, and financial information
- **Account Information:** Username, password, service details, customer support inquiries
- **Usage Information:** Browsing history, data usage, IP addresses, device information

Non-Personal Information

We may also collect non-personal information such as:

- **Technical Information:** Browser type, referring URLs
- **Aggregated Data:** Statistical data on service usage that does not identify individual users
- **Browser Information:** Related to your access and use of the STC Connect app
- **Data Insights:** based on correlation and analytics of your information collected in providing the STC Connect app, which may be used in aggregated and disaggregated formats or to obtain trend analytics, to provide the app

How We Use Your Information

We use your information to:

- Provide and improve our broadband services
- Process payments and manage billing
- Respond to customer service requests and support needs
- Communicate with you about your account, services, and updates
- Conduct research and analysis to enhance our services
- Ensure the security of our network and services
- Provide you with the STC Connect app as described in the Agreement
- Implement, improve and/or enhance the STC Connect app, including to make future releases available to you
- Carry out Sharon Telephone Company's obligations as described or authorized in the Agreement and this Privacy and Security Policy
- Enforce Sharon Telephone Company's rights arising from the Agreement between you and Sharon Telephone Company

- Fulfill any other purpose authorized by you and reasonably required for the STC Connect app

Sharing Your Information

We do not sell, trade, or otherwise transfer your personal information to outside parties, except in the following circumstances:

- **Service Providers:** Trusted third-party service providers who assist us in operating our business, provided they agree to keep this information confidential
- **Legal Requirements:** To comply with legal obligations, enforce our site policies, or protect our or others' rights, property, or safety

Security Measures

We implement a variety of security measures to protect your personal information, including:

- **Encryption:** We use encryption to safeguard your data during transmission
- **Access Controls:** Only authorized personnel have access to your personal information
- **Security Protocols:** Regular security assessments and updates to our systems to protect against unauthorized access, alteration, disclosure, or destruction of information

Your Choices

You have the following choices regarding your personal information:

- **Access and Correction:** You can access and update your personal information by logging into your account or contacting us
- **Opt-Out:** You can opt-out of receiving marketing communications from us by following the instructions in those communications

Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. You can control the use of cookies through your browser settings.

Deletion of the STC Connect App

Your use of the STC Connect app through Sharon Telephone is voluntary, and it can be deleted at any time using the instructions below.

- Once logged into the STC Connect app, click Settings widget, which looks like a gear
- Choose Account and Admins from the menu, and click Edit
- Choose Remove Account
- Or contact our office at 319.679.2211 to request your account be removed
- Then use your smartphone to delete the app itself
- Note: User data is automatically deleted within 90 days

Changes to This Policy

We may update this Privacy and Security Policy from time to time. Any changes will be posted on this page, and we will notify you of significant changes through our website.

Contact Us

If you have any questions about this Privacy and Security Policy, please contact us at:

Sharon Telephone Company
100 E Main St, PO Box 280
Hills, IA 52235
319.679.2211
support@sharontc.net

By using our services and website, you consent to the terms outlined in this Privacy and Security Policy.