

HOTWIRE MOBILE APPLICATIONS PRIVACY POLICY

Hotwire Communications, Ltd., and/or its parents, subsidiaries, divisions, or affiliates (“Hotwire”) may collect and use information regarding your use of the Hotwire Mobile Applications (the “APP” or “APPS”). Protecting our customers’ privacy is an important priority at Hotwire, and we are committed to maintaining strong and meaningful privacy protections. The privacy of your information is a significant responsibility, and we value the trust you place in us.

The Hotwire Mobile Applications Privacy Policy (the “APP Privacy Policy”) is designed to inform you about the information we collect, how we use it, and your options regarding certain uses of this information. This APP Privacy Policy also describes privacy rights you have under certain federal laws, applies to APP users in the United States, and the products and services we provide.

IF YOU DISAGREE WITH ANY PART OF THIS APP PRIVACY POLICY, YOU MUST IMMEDIATELY DISCONTINUE YOUR ACCESS AND USE OF THE APP.

GENERAL FAQS ABOUT INFORMATION COLLECTED ON THE APP

WHAT information does Hotwire collect about me and WHY?

WHAT: When you establish an online account, or register on our sites or through APPs, we may collect information about your user identification, password, and secret questions and answers.

WHY: We use this information to authenticate you when you sign in.

WHAT: We also collect information when you use an APP to communicate with us. This includes information you provide such as name and contact information, images, voice recordings or prints, the reason for contacting us, and payment information. Information we collect also includes wireless location, application and feature usage, network and device data including battery life on your device, product and device-specific information and identifiers, service options you choose, mobile and device numbers, video streaming and video packages, and other similar information.

WHY: We use this information to establish, monitor, and maintain your account and billing records; measure credit and payment risk; provide account-related services; deliver and maintain your products and services; help you with service-related issues or questions; manage and protect our networks, services, and users from fraudulent, abusive, or unlawful uses; help us improve our services, and research and develop new products and services; authenticate you; determine your eligibility for new products and services; and contact you with marketing offers.

WHAT: Additionally, when you use an APP, information is collected about your device and your visit including browsing, searching, and buying activity as you interact with our sites and the APPs; IP address, mobile telephone, device numbers, and identifiers; account information; web addresses of the sites you come from and go to next; and information about your connection, including your device’s browser, operating system, platform type, and Internet connection speed.

WHY: We use this information for operational, performance measurement, and other business purposes; and to help us deliver more relevant Hotwire marketing messages on our websites, on non-Hotwire websites, by our representatives, via email, or via other Hotwire services or devices. This information is also used to tailor the content you see, manage the frequency with which you see an advertisement, tailor advertisements to better match your interests and understand the effectiveness of our advertising. We also may use this information to assess the effectiveness of our sites and to help you should you request help with navigation problems on our sites.

What other kinds of general information does Hotwire collect through the APP?

We may provide APP features that rely on the use of additional information or require access to certain services on your mobile device that will enhance your APP experience but are not required to use the APP (in other words, information used to improve your APP experiences but ONLY if you choose to share that information). For example, we might allow you to upload photos to your profile or use voice commands to control the APP. Granting us access does not mean you are granting us unlimited access to that information or that we will access specific information without your permission. To the contrary, before we access this information or features of your mobile device, we will first ask your permission.

If you provide such permission, we will collect the information for the specific purposes explained at the time we ask for your permission. You do not have to give us such permission in order to use the APP, and acceptance of this APP Privacy Policy does not mean you have granted us permission to access this information.

Examples of Additional Information or Services We Might Need Access To On Your Mobile Device:

- *Photos and Camera* (so you can upload a profile picture, an item for sale, etc.): If you give us permission to access photos or your camera, we will only use images that you specifically choose to share with us. We will not access your photos or camera without first getting your explicit permission, and we will never scan or import your photo library or camera roll. (You may use an APP to select the photo or photos you choose to share, but we will never import photos you review except those you explicitly share.)
- *Voice* (so you can have voice control over your mobile device): We will not access your microphone without first getting your explicit permission. You will always have the ability to disable microphone access.

We may automatically measure and monitor network performance and the performance of your connections to improve your or our service levels and our products. If you contact us for service support, we also may access information about your computer, wireless device, or other device settings to provide customized technical support, or to install specific applications or services that you use or that are necessary to the applications or services you use.

We collect information from you when you participate in surveys or provide other feedback to us regarding our products or services, or when you register to receive news. We use this information only for the purpose for which you provide it.

Hotwire may send you emails that communicate service and/or billing information about your account or about products, services, marketing offers, or promotions that may be of interest to you. When you open a Hotwire email or click on links within these emails, we may collect and retain information to provide you with future communications that may be more interesting to you. Please note that Hotwire will never ask you to send us, via email, sensitive personal or account information.

Information about your use of Hotwire products and services may be aggregated (or otherwise “de-identified”) for business and marketing uses by us or by third parties. For example, aggregated or de-identified information may be used to improve our services, measure and analyze the use of services, and to help make services and advertising more relevant to you.

Does Hotwire share my information outside of Hotwire?

Except as explained in this APP Privacy Policy, in privacy policies for specific services, or in other agreements with you, Hotwire does not sell, license, or share information that individually identifies our customers, people using our networks, or website visitors with others outside of Hotwire (unless the third party is performing work on Hotwire’s behalf), without the consent of the person whose information will be shared.

What are some examples of Hotwire sharing my information outside of Hotwire?

Hotwire uses vendors and partners for a variety of business purposes such as to help us offer, provide, repair, restore, and bill for services we provide. We share information with those vendors and partners when it is necessary for them to perform work on our behalf. For example, we may provide your credit card information and billing address to a payment processing company solely for the purpose of processing payment for a transaction you have requested. We require that these vendors and partners protect the customer information we provide to them, and limit their use of Hotwire customer data to the purposes for which it was provided. We do not permit these types of vendors and partners to use this information for their own marketing purposes.

We may disclose information that individually identifies you or identifies your device(s) in certain circumstances, such as:

- to comply with valid legal process including subpoenas, court orders, or search warrants, and as otherwise authorized by law; in cases involving danger of death or serious physical injury to any person or other emergencies;
- to protect our rights or property, or the safety of our customers or employees;

- to protect against fraudulent, malicious, abusive, unauthorized or unlawful use of or subscription to our products and services, and to protect our network, services, devices and users from such use;
- to advance or defend against complaints or legal claims in court, administrative proceedings and elsewhere;
- to credit bureaus or collection agencies to determine credit risk, for reporting purposes or to obtain payment for Hotwire-billed products and services;
- to a third-party that you have authorized to verify your account information;
- to outside auditors and regulators; or
- with your consent.

Hotwire also may share certain information with outside companies, for example, to assist with the delivery of advertising campaigns, or preparing and sharing aggregated reports. This de-identified information does not identify you individually.

If you purchase services offered jointly by Hotwire and one of our partners, your information may be received by both Hotwire and our partner that is providing your service. For these jointly offered services, you should also review the partner company's privacy policy, which may include practices that are different from the practices described here.

If Hotwire enters into a merger, acquisition or sale of all or a portion of its assets or business, your information will also be transferred as part of or in connection with the transaction.

HOW TO LIMIT THE SHARING AND USE OF YOUR INFORMATION.

What can I do to limit how Hotwire shares and uses my information?

We share customer information within Hotwire for a variety of purposes, including, for example, providing you with the latest information about our products and services, and offering you our latest promotions. You can limit the sharing of certain types of customer information, specifically, Customer Proprietary Network Information (CPNI) and information about your cable service.

Customer Proprietary Network Information (CPNI) is information that relates to the type, quantity, destination, technical configuration, location, amount of use, and related billing information of your telecommunications or interconnected Voice over Internet Protocol (VoIP) services. You can find information about limiting the use of CPNI in your CPNI Notice and here: <https://gethotwired.com/terms>.

The Cable Act allows us to collect personally identifiable information necessary to render a cable service or other services provided to subscribers, and to detect and prevent unauthorized access to services. Additional personally identifiable information may be collected with your prior consent. Personally identifiable information may be used or disclosed without your consent where necessary to render services, and to conduct legitimate business activities related to services provided. For additional information, please see: <https://gethotwired.com/terms>.

Note that federal law governs our use and sharing of CPNI and cable subscriber information.

Information used for online advertising

You have choices about whether certain information collected on websites is used to customize advertising based on predictions generated from your visits over time and across different websites and apps. Many mobile devices offer controls you can set to limit the advertising use of information collected across mobile apps on your device. You should check the privacy policies of the products, sites, apps and services you use to learn more about any such techniques and your options.

You can also limit the collection of certain website information by deleting or disabling cookies. Most computers' Internet browsers enable you to erase stored cookies, block all cookies, or receive a warning before a cookie is stored. Disabling cookies may prevent you from using specific features on our sites and other websites, such as ordering products or services and maintaining an online account.

CHANGES TO THIS APP PRIVACY POLICY

How will I know if the APP Privacy Policy changes?

We reserve the right to make changes to this APP Privacy Policy, so please check back periodically. You will be able to see whether changes have been made by checking the “Updated” date posted at the end of this APP Privacy Policy.

How can I contact Hotwire about this APP Privacy Policy?

Contact us: If you have questions, concerns or suggestions related to APP Privacy Policy or our privacy practices, you can e-mail us at legaldepartment@hotwirecommunication.com, or contact us at:

Hotwire Communications
2100 West Cypress Creek Road
Fort Lauderdale, FL 33309
Attn: Legal Department

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