

BUCKEYE EXPRESS® WEBSITE PRIVACY POLICY

In connection with visiting a Buckeye's website, and depending on the services you access through the websites, Buckeye may collect and maintain certain personally-identifiable information, including: your name, service address, email address, passwords, user IDs, billing address, home telephone, other telephone, social security number and driver's license number, premium service subscription information, demographic information, customer complaints, and other information you may enter into the site. We may also collect access log information about your visit, including information such as the Internet Protocol (IP) addresses assigned (numbers assigned to your computer equipment while online), browser used, and dates and times of access. We do not store emails sent and received other than as required to provide customer service or as specifically directed by your individual email settings. As explained below, we can be required by court order to disclose information we collect and/or maintain.

Buckeye uses the information collected for financial, tax, and accounting purposes. It uses the personally-identifiable information and access log information to provide and improve customer service, and to monitor unauthorized reception or use of Buckeye services.

Buckeye may disclose this information to third-parties under legal compulsion, or if necessary to respond to your inquiry or other service request, or to as needed to provide broadband Internet access service to you and to manage your account, such as (without limitation): to other Internet service providers, collection agencies, construction and installation contractors, marketing companies, and other service providers. We will not otherwise use this information without notifying you and receiving any required written or electronic consent.

We use "Secure Socket Layer" encryption technology when collecting certain personal information through our websites. While we attempt to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

If necessary, Buckeye will investigate suspected violations of the Subscription Agreement or the Acceptable Use Policy, as well as suspected fraudulent, abusive, or unlawful use of or subscription to Buckeye services and sites. Such investigation may include gathering information from the user or users involved and from complaining parties, and examining material on Buckeye's servers and network. Buckeye will cooperate fully with (i) law enforcement authorities in the investigation of suspected criminal violations, and (ii) Internet Service Providers or other network or computing facilities in order to enforce the Subscription Agreement and Acceptable Use Policy. Such cooperation may include Buckeye providing the username, IP address, or other identifying information about a subscriber or user of the Buckeye websites, or other disclosures in accordance with customer agreements and terms of service or access.

Buckeye maintains this information as long as you are a customer. After you are no longer a customer, the system may maintain this information for three (3) years; provided, however, Buckeye reserves the right to preserve the information for a longer or shorter period if doing so is commercially reasonable. For example, if there is an outstanding balance due, Buckeye will maintain this information for up to seven (7) years. Work-performed records are retained for a longer period of time, in order to manage Buckeye's workforce; provided, however, such records will be associated with any personally-identifiable information for no more than three (3) years [or seven (7) years if there is an outstanding balance due].

Due to the process of redacting information, there may be a lag of up to six (6) months before information due for deletion is purged from the system.

Specific restrictions and prohibitions regarding our acquisition and use of personally identifiable subscriber information for our broadband Internet access service subscribers are as follows:

1. Except as provided herein or upon express written or electronic consent, we will not collect or disclose personally-identifiable information regarding any of our customers.
2. Personally-identifiable information shall be made available for your examination within three (3) working days of the receipt of a request from you. You shall be responsible for all costs of copying of documents supplied. Upon a reasonable showing, Buckeye is required to correct any inaccurate information. All personally-identifiable information will be made available between 8:30 AM - 5:00 PM, Monday - Friday at 4111 Talmadge Road, Toledo, Ohio
3. We may disclose personally-identifiable information as required by law or as reasonably requested by law enforcement or other government agencies.

If you register with us while visiting a website or by participating in a contest, survey or online transaction, we may ask for certain personally-identifiable information. When we do, we will tell you how it will be used and you may elect not to participate.

We may use "cookies," small computer codes added to a file on your computer, as a record of its visit to our websites or to other websites through our network. Among other functions, "cookies" manage information concerning your preferences. A "cookie" does not collect or provide your name or any other personal information about you. It can, however, be used by the website that placed it to note information about your visit, such as your type of web browser, operating system and Internet Protocol ("IP") address, to better tailor the site for you. It also can recognize you when you log in as a registered user or as a repeat visitor returning to a website, including any Buckeye website, allowing the site to remember you and any options you select, and to provide more tailored information for you. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. However, doing so may limit the personalization available to you.