YOUR RIGHTS AND OUR LIMITATIONS UNDER FEDERAL LAWS

We may use your personally identifiable information for the purposes described in Section A(1) above, and for other purposes permitted by law, including the Cable Act and the Communications Act. The Cable Act and the Communications Act impose limitations on our collection, use, disclosure and retention of personally identifiable information.

The Cable Act permits us to use the cable system(s) to collect personally identifiable information and to disclose personally identifiable information collected from the cable system; and a subscriber to the Spectrum Services. We may use the cable system to collect personally identifiable information for additional purposes with a subscriber’s prior written or electronic consent.

In Section 631 of the Cable Act gives a subscriber to the Spectrum Services the right to know about the personally identifiable information we collect and how we use it, under what conditions and circumstances and the types of persons and entities to whom we may disclose personally identifiable information, how long we maintain personally identifiable information, and how we use and disclose personally identifiable information collected from the cable system; and a subscriber to the Spectrum Services. We may use the cable system to collect personally identifiable information for additional purposes with a subscriber’s prior written or electronic consent.

In Section 631 of the Cable Act, a subscriber to the Spectrum Services has the right to access, review and correct that information. Subscribers to the Spectrum Services and their representatives may request access to, correct or challenge the accuracy of, and limit the use of, personally identifiable information in our possession that identifies subscribers to the Spectrum Services, and provides subscribers with the ability to manage their privacy preferences, including:

- Viewing the contact information that we collect about you, as part of the transaction.
- If we enter into a merger, acquisition or sale of all or a portion of our assets, we may transfer information about you, including information that personally identifies you, to the acquiring entity.

The Communications Act and CPNI

Section 222 of the Communications Act provides additional privacy protections for information about telephone services, including your name, address, and location, and amount of your use of the Spectrum telecommunication services, and information about your Spectrum phone service that is contained on your telephone bill. This information, when linked to an identifiable customer of such service, is known as customer proprietary network information or “CPNI.” CPNI does not apply to information that you provide to the Communications Act as “subscriber list information” and is not subject to the CPNI protections. Information that you voluntarily provide “personally identifiable information,” and is subject to the Cable Act protections described above.

If you are a customer of our phone or Internet service, you have the right, and we have a duty under federal law to protect the confidentiality of CPNI and to provide you with information about how we use your CPNI and explain the choices you have. Those additional protections and the choices you have regarding the use and sharing of such information are reflected in this Privacy Policy.

YOUR CHOICES

You have many choices in controlling how we use and share your information for marketing and advertising purposes. For instance, you can always choose whether to receive targeted advertising and you can opt out of interest-based advertising, and when you use our mobile applications, you can limit the use of your location through the “Do Not Track” feature. Please note that if you opt out of interest-based advertising, and you use our mobile applications, you may receive standard advertisements. In addition, you may use “Knock” list, which will limit the marketing and advertising messages you receive about Spectrum products and services.

■ To stop receiving unsolicited advertising information, Combined information, or our business and marketing reports to direct addressable advertisements or interest-based advertising.

■ If you make changes to your contact information or a new account, you will need to review and correct the information, and to access and update our records, we will work to make the changes to your records. You will need to visit us at http://download.spectrum.com to manage your privacy preferences, including:

■ If you make a written request for a copy of your CPNI, we will provide you with a physical or electronic copy of your CPNI, subject to the terms of the Communications Act as “subscriber list information” and is not subject to the CPNI protections.

■ If you make a written request for a copy of your CPNI, we will provide you with a physical or electronic copy of your CPNI, subject to the terms of the Communications Act as “subscriber list information” and is not subject to the CPNI protections.

■ In Section 222 of the Communications Act, the Cable Act permits us to use the cable system(s) to collect personally identifiable information and to disclose personally identifiable information collected from the cable system; and a subscriber to the Spectrum Services. We may use the cable system to collect personally identifiable information for additional purposes with a subscriber’s prior written or electronic consent.

■ In Section 631 of the Cable Act, a subscriber to the Spectrum Services has the right to access, review and correct that information. Subscribers to the Spectrum Services and their representatives may request access to, correct or challenge the accuracy of, and limit the use of, personally identifiable information in our possession that identifies subscribers to the Spectrum Services, and provides subscribers with the ability to manage their privacy preferences, including:

■ Some of the advertisements we display may invite interactive or transactional follow-up actions. If you decide to do this in the future, we will provide you notice and an opportunity to opt-out of such actions.

■ Some of the advertisements we display may invite interactive or transactional follow-up actions. If you decide to do this in the future, we will provide you notice and an opportunity to opt-out of such actions.

■ If you choose to exercise your right to access, review and correct that information, you will be informed of the nature and content of the information that you can access, review, correct or limit the use of. In some circumstances, we may not be able to provide you with all of the information that you request.

■ If you subscribe to a Spectrum service that is governed by the Cable Act, we will include in our marketing and advertising campaigns related messages. If you consent, we may use Your CPNI to market to you, as part of the transaction.

■ If you consent to receive marketing and advertising messages, we will provide you with the opportunity to opt out of receiving unsolicited advertising information, Combined information, or our business and marketing reports to direct addressable advertisements or interest-based advertising.

■ If you make changes to your contact information or a new account, you will need to review and correct the information, and to access and update our records, we will work to make the changes to your records. You will need to visit us at http://download.spectrum.com to manage your privacy preferences, including:

■ If you make a written request for a copy of your CPNI, we will provide you with a physical or electronic copy of your CPNI, subject to the terms of the Communications Act as “subscriber list information” and is not subject to the CPNI protections.

■ If you make a written request for a copy of your CPNI, we will provide you with a physical or electronic copy of your CPNI, subject to the terms of the Communications Act as “subscriber list information” and is not subject to the CPNI protections.

■ In Section 222 of the Communications Act, the Cable Act permits us to use the cable system(s) to collect personally identifiable information and to disclose personally identifiable information collected from the cable system; and a subscriber to the Spectrum Services. We may use the cable system to collect personally identifiable information for additional purposes with a subscriber’s prior written or electronic consent.

■ In Section 631 of the Cable Act, a subscriber to the Spectrum Services has the right to access, review and correct that information. Subscribers to the Spectrum Services and their representatives may request access to, correct or challenge the accuracy of, and limit the use of, personally identifiable information in our possession that identifies subscribers to the Spectrum Services, and provides subscribers with the ability to manage their privacy preferences, including:

■ Some of the advertisements we display may invite interactive or transactional follow-up actions. If you decide to do this in the future, we will provide you notice and an opportunity to opt-out of such actions.

■ Some of the advertisements we display may invite interactive or transactional follow-up actions. If you decide to do this in the future, we will provide you notice and an opportunity to opt-out of such actions.
• information related to a credit application for a product or service, which may include your Social Security number, driver’s license number, or other government-issued identification number;
• information you provide when you enter contests or respond to customer surveys;
• information we keep in our records when you compare or otherwise communicate with us, including through our call centers, online chat sessions, and email;

Information We Collect Through the Spectrum Platform
We may automatically collect information about your use of our services, products, websites and applications in order to provide you with the service. Federal law limits how we use and disclose the service usage information described below. Therefore, we will only use this information to provide the products and services you use and as described in this Privacy Policy. When we provide you, we collect and use:
• Device information, including but not limited to the device identifiers, the number of devices connected to our network, network addresses, and technical configuration information you use with our service or our products or applications;
• network access data;
• performance and support data; and
• information about your use and the operation of Spectrum products, services, and applications;

Service usage information automatically collected includes:
• the channels, programs, and advertisements you viewed and how long you viewed them;
• the websites you visit when you are using our Internet service, in order to provide the service and control the content to which you are linked, such as via our website navigation information ("Service Navigation Information");
• content of e-mails, videos, and other information when it is necessary to provide you with the products or features of the services you use, such as email, cloud storage, and voicemail;
• the websites you visit when you are using our Internet service, in order to provide the service and control the content to which you are linked, such as via our website navigation information ("Service Navigation Information");
• call records, including the phone numbers that you call and that you are called on, the duration of calls, and the dates and times of the calls, when you subscribe to our phone service ("Call Detail Information");
• video recordings and alarm settings, when you subscribe to our home security service;

When you visit or use Spectrum websites and mobile applications, we collect certain information about how you use those websites and applications, including where you browse, what you search, and any purchases you make within those sites and apps. We also collect device information, including your IP address and information from your device, such as the model, screen size, and pixel ratio; web cookie information; interaction through cookies, web beacons, and other tracking technologies; and information from apps and other third party websites and services. By interacting with any of our websites or mobile applications, you are giving us permission to collect information including location information, which may be used to provide you with location-based offers and services. For more information about how we use location information, see “Location Information.”

Location Information
When you access our network, we may collect general location information, such as the city or zip code that correlates with the license of your device IP address, or more precise geolocation data that indicates where you are at a specific point in time.

Information We May Collect from Third Parties
We may also collect information from third parties to verify information you have provided and from credit reporting agencies to, for example, verify your credit status when you apply for service, or to, for example, verify whether to charge you for services you may have received. We may also share location information with the companies that provide us services and products, such as advertising companies who may use your location information to deliver advertising to you. You can choose to opt out from the use of location information for advertising purposes by clicking the “Your Choices” section below.

When We Share Information with Others
We may disclose any information about a customer’s account and use of a service, or through a Spectrum website or app or a third party’s platform. We may classify such disclosures under the following categories:

- To Provide and Improve our Products, Services, Websites and Applications
- To Enforce our terms and conditions or when required by law;
- To protect you and your Spectrum service;
- To share your interests with others, including third parties who may provide marketing services to us or may wish to provide you with offers or products that we believe will be of interest to you.

We may disclose any information about a customer’s account and use of a service, or through a Spectrum website or app or a third party’s platform. We may classify such disclosures under the following categories:

- To Provide and Improve our Products, Services, Websites and Applications
- To Enforce our terms and conditions or when required by law;
- To protect you and your Spectrum service;
- To share your interests with others, including third parties who may provide marketing services to us or may wish to provide you with offers or products that we believe will be of interest to you.

We may disclose any information about a customer’s account and use of a service, or through a Spectrum website or app or a third party’s platform. We may classify such disclosures under the following categories:

- To Provide and Improve our Products, Services, Websites and Applications
- To Enforce our terms and conditions or when required by law;
- To protect you and your Spectrum service;
- To share your interests with others, including third parties who may provide marketing services to us or may wish to provide you with offers or products that we believe will be of interest to you.

We may disclose any information about a customer’s account and use of a service, or through a Spectrum website or app or a third party’s platform. We may classify such disclosures under the following categories:

- To Provide and Improve our Products, Services, Websites and Applications
- To Enforce our terms and conditions or when required by law;
- To protect you and your Spectrum service;
- To share your interests with others, including third parties who may provide marketing services to us or may wish to provide you with offers or products that we believe will be of interest to you.

We may disclose any information about a customer’s account and use of a service, or through a Spectrum website or app or a third party’s platform. We may classify such disclosures under the following categories:

- To Provide and Improve our Products, Services, Websites and Applications
- To Enforce our terms and conditions or when required by law;
- To protect you and your Spectrum service;
- To share your interests with others, including third parties who may provide marketing services to us or may wish to provide you with offers or products that we believe will be of interest to you.

We may disclose any information about a customer’s account and use of a service, or through a Spectrum website or app or a third party’s platform. We may classify such disclosures under the following categories:

- To Provide and Improve our Products, Services, Websites and Applications
- To Enforce our terms and conditions or when required by law;
- To protect you and your Spectrum service;
- To share your interests with others, including third parties who may provide marketing services to us or may wish to provide you with offers or products that we believe will be of interest to you.

We may disclose any information about a customer’s account and use of a service, or through a Spectrum website or app or a third party’s platform. We may classify such disclosures under the following categories:

- To Provide and Improve our Products, Services, Websites and Applications
- To Enforce our terms and conditions or when required by law;
- To protect you and your Spectrum service;
- To share your interests with others, including third parties who may provide marketing services to us or may wish to provide you with offers or products that we believe will be of interest to you.

We may disclose any information about a customer’s account and use of a service, or through a Spectrum website or app or a third party’s platform. We may classify such disclosures under the following categories:

- To Provide and Improve our Products, Services, Websites and Applications
- To Enforce our terms and conditions or when required by law;
- To protect you and your Spectrum service;
- To share your interests with others, including third parties who may provide marketing services to us or may wish to provide you with offers or products that we believe will be of interest to you.