advertisers and marketing entities, for non-service related purposes, unless you object in advance to such sharing. This is often referred to as the “opting out” list. If you believe you may be on this list, you can opt out by contacting us at 855-757-7328. You may also call our customer service office on your monthly bill statement or by visiting our website at www.spectrum.com/privacy. If you have any questions about our privacy protections and policies, please contact our customer service office on your monthly bill statement or by visiting our website at www.spectrum.com/privacy.

INFORMATION RETENTION
If you subscribe to a Spectrum Service that is governed by the Cable Act, we will include in our records information that is necessary to the operation of the Service. This information includes, for example, information that is necessary to provide you with the Service, to handle your account or transactions, or to satisfy legal requirements. Depending on the Service(s) to which you subscribe, parts of this Privacy Policy may not be applicable to you.

YOUR RIGHTS AND OUR LIMITATIONS UNDER FEDERAL LAWS
We take our responsibility to secure the information we collect and maintain seriously. However, depending on the Service(s) to which you subscribe, parts of this Privacy Policy may not be applicable to you.

Our Privacy Policy will be posted at www.spectrum.com/privacy. The Spectrum Customer Privacy Policy only applies to subscribers of one or more of the following services: Spectrum Home Phone, Spectrum Internet, Spectrum TV and Spectrum Mobile. In the case of Spectrum Mobile, the Privacy Policy applies only to your use of that Service and the use of that Service by your authorized users. Your use of the Service is subject to the terms and conditions of that Service and the Privacy Policy for that Service. If you no longer subscribe to the Service, you will be removed from our records. In the future, you will be able to access our Privacy Policy via our website at www.spectrum.com/privacy. This Privacy Policy is subject to change from time to time. If we change our Privacy Policy, we will provide notice of the change via our website at www.spectrum.com/privacy. In the future, you will be able to access our Privacy Policy via our website at www.spectrum.com/privacy. This Privacy Policy is subject to change from time to time. If we change our Privacy Policy, we will provide notice of the change via our website at www.spectrum.com/privacy. This Privacy Policy is subject to change from time to time. If we change our Privacy Policy, we will provide notice of the change via our website at www.spectrum.com/privacy. This Privacy Policy is subject to change from time to time. If we change our Privacy Policy, we will provide notice of the change via our website at www.spectrum.com/privacy. This Privacy Policy is subject to change from time to time. If we change our Privacy Policy, we will provide notice of the change via our website at www.spectrum.com/privacy. This Privacy Policy is subject to change from time to time. If we change our Privacy Policy, we will provide notice of the change via our website at www.spectrum.com/privacy. The Spectrum Customer Privacy Policy only applies to subscribers of one or more of the following services: Spectrum Home Phone, Spectrum Internet, Spectrum TV and Spectrum Mobile. In the case of Spectrum Mobile, the Privacy Policy applies only to your use of that Service and the use of that Service by your authorized users. Your use of the Service is subject to the terms and conditions of that Service and the Privacy Policy for that Service. If you no longer subscribe to the Service, you will be removed from our records. In the future, you will be able to access our Privacy Policy via our website at www.spectrum.com/privacy. If you have any questions about our privacy protections and policies, please contact our customer service office on your monthly bill statement or by visiting our website at www.spectrum.com/privacy.
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 service usage information to provide the products and services you use and as described in this Privacy Policy. When we provide you, we collect information:

- Device information, including but not limited to the device identifiers, the number of devices connected to our network, network addresses, and technical configuration settings for your equipment or other software you use with our service, and your associated account information.
- Cookies.
- Web beacons.
- Advertisements.
- Performance and support data.
- Information about your use of the operation of Spectrum products, services, websites, or mobile applications.
- Service usage information automatically collected includes:
  - The channels, programs, and advertisements you viewed and how long you viewed them, in order to provide you with a more personalized experience.
  - your device identifier, such as your MAC address.
  - the websites you visit when you are using our Internet service, in order to provide you with the service and control you to the other services and services you request ("Internet Usage Information").
  - the websites, applications, and their features.
  - call records, including the phone numbers that you call and that call you, and the content of calls, when you subscribe to our phone service ("Call Detail Information").
  - video recordings and alarm settings.
When you visit or use Spectrum websites and mobile applications, we collect information about your use of these websites and mobile applications, including, but not limited to:

- your IP address and the interpreted geographical location from your IP address.
- information such as your password, e-mail address or credit card number in order to access or make purchases through our websites.

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- the websites, applications, and their features.
- call records, including the phone numbers that you call and that call you, and the content of calls, when you subscribe to our phone service ("Call Detail Information").
- video recordings and alarm settings.

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 ID number, or more precise geolocation data that indicates where you are of a specific point in time.

Information We May Also Collect

We may also collect information from third parties to verify information you have provided and from credit reporting agencies. For example, we may use this service usage information to contact you because of your geographic location. For example, if we are launching a new service in limited areas, only residents of that particular area we can contact may be eligible. This service usage information is also often called "zone" advertising.

To Create Business and Marketing Reports

Our business and marketing reports use Combined Information to provide insights into how customers use our services and products, and how some of our services are accessed. In the video service, if you subscribe to our video service, we may use Combined Information to track what channels you view, how long you watch those channels, if a channel is recorded, and the time a channel is changed, when a Spectrum set-top box is "on" or "off", whether a program or commercial was watched to its conclusion or skipped, and whether the content was accessed during its regular airing schedule, from an on-demand service, or through a Spectrum website or app or a third-party platform. We may create similar reports in the phone, broadband, and home security contexts that measure and analyze service usage information, such as the peak times of usage, and how content is delivered to our customers (but not the content).

The information we collect or obtain do not contain de-identified or aggregated information; and they do not contain information that personally identifies you. We use these reports for our own internal purposes, such as improving our products and services, determining the effectiveness of our marketing and advertising, and other research and analytics. We do not share these Combined Information reports with third parties as described in "When We Share Information with Others." You should review the privacy policies of the third parties to understand the conditions you have with respect to the sharing of this information.

Advertising and Tracking

We may collect Combined Information to market and advertise you see on the Spectrum Platform more relevant to you, as well as to market the Spectrum products and services on other websites and platforms. Many of our marketing and advertising activities use information that does not personally identify you, such as your ZIP Code, your IP address, advertising IDs and other persistent identifiers that do not directly link to any identifiable information. Some of our marketing and advertising activities, however, do include the use of information that personally identifies you, such as your name, postal and email address to deliver marketing and advertising to you. We may use Combined Information to create an advertisement for you, and you may see this advertisement on a third-party website or other platform.

When We Share Information

We share information with third-party service providers who perform business activities and functions on our behalf to support our interactions with you such as customer service, system maintenance or supporting the operation of this App. These third-party service providers are authorized to use your personal information for the purpose of providing services on our behalf.

Account Holders and Other Authorized Users

We may disclose any information about a customer’s account and use of a service or feature of our service to the extent permitted by law, including for the purpose of authentication. The primary account owner may also authorize other users to access information on the account, and we may also include information about the primary account owner’s use of the relevant service.

Affiliates

We may share information about you with our affiliates in order to provide the services you have requested or to which you subscribe, or to market our Spectrum experience to you in any manner, in the United States or other jurisdictions. This sharing will include information such as your name, account number, publication or non-listed numbers are not included in the telephone directories or published and distributed in affiliated third party directories. We may call these communications may be directed to you because of your geographic location. For example, if we are launching a new service in limited areas, only residents of that particular area we can contact may be eligible. This service usage information is also often called "zone" advertising.

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When We Share Information

We share information with others when it is necessary to provide you with the products or services you have requested or in order to perform internal business operations. We may also share Combined Information when it is often called "zone" advertising.

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