

**Pella Fiber
Privacy Policy
Effective Date**

1. Applicability and Collection of Information

This policy is applicable to customers of the City of Pella Municipal Communications Utility (Pella Fiber).

Pella Fiber collects personal information from customers for the purpose and to the extent necessary to enable provision of services and secure payment for services.

The collection of personally identifiable customer information shall be limited to name, social security number, service address, billing address, personal telephone numbers, business telephone numbers, emergency contact information, employer, Pella Fiber account number, bank account number, credit card number, installation information, billings, payments, deposits, complaints, service records and equipment records. Pella Fiber shall take reasonable precautions to prevent unauthorized access to this information in full compliance with the Fair and Accurate Credit Transactions Act of 2003.

Personal information we collect will be maintained as long as it is needed to serve the purpose for which it was collected. Generally, customer records will be maintained for no more than five years after service is discontinued.

2. Disclosure of Information

- a. Except as described in this policy, the disclosure of personally identifiable customer information to a third party shall only occur if the customer provides written or electronic consent in advance.
- b. Customer records may be available to employees or agents of Pella Fiber to market, provide, or audit communications services, to measure viewership and customer satisfaction, to settle disputes, and to provide customers with information concerning communications related products.
- c. Information may be provided to contractors acting on behalf of Pella Fiber for the purpose of installing or repairing services.
- d. Information may be released to collection services if required to collect past due bills.
- e. Pella Fiber may be required to disclose information or provide documents, including e-mails or other documents subscribers have stored on our network, in order to comply with a request from a law enforcement agency or a court order.

Disclosure of name, address, phone numbers, and emergency contacts will be made upon a bona fide request. Bona fide means that Pella Fiber is certain of the source of the request. Any other information will be provided only upon the receipt of a subpoena or court order (other information may include SSN). These agencies include the FBI, Police, Fire Department and similar entities.

3. Records Inspection by Customers

By providing adequate personal identification, a customer may review his account information and inspect personally identifiable customer information during office hours. Customers shall have the right to correct any inaccurate information in their account records.

4. Internet Privacy Practices

- a. Pella Fiber does not monitor the content of information packets passing over our network or information stored on our network.
- b. Pella Fiber does not monitor the content of e-mail passing over our network and respects the privacy of users' e-mail.
- c. Pella Fiber cautions users that electronic communication, including e-mail, is not completely private on any network.
- d. If Pella Fiber is required by court order, subpoena or similar law enforcement action to provide customer e-mails or other information customers have stored on the network, staff members may review the materials to determine whether or not they are covered by the order.