

Privacy Policy

Gascosage Electric Cooperative (“GEC”) provides energy to its members in Maries, Miller, Phelps, Pulaski and Camden Counties in Missouri. GTech Fiber, LLC (“GTech Fiber”) is a wholly owned subsidiary of GEC. Together with GEC, GTech Fiber offers high-speed Internet and voice service. As used in this Privacy Policy, “we,” “our,” and “us” and similar refer to GEC and GTech Fiber.

This Privacy Policy contains information on how we collect, use, and protect personal information collected about you on this website and webpages owned and operated by GEC and GTech Fiber, as well as services provided on our website through the Smarthub Customer Portal for residential and business customers and our mobile application. Privacy Policy also covers certain products and services we provide, except for products and services with separate privacy notices provided when those separate products or services are downloaded or set up. By accessing this website or providing information to us through this website, our customer portal, our Apps, or using our products and services, you accept the terms of this Privacy Policy.

We will change and update this Privacy Policy from time to time. When we do, the Privacy Policy version date at the top of this page will be updated to reflect that revision. Please periodically re-read this Privacy Policy to see if any changes could affect you.

Our Privacy Policy does not govern information you choose to exchange with other third parties, as we have no direct control over the collection or use of this information. Please use appropriate precautions when sharing your information with third parties.

Information we collect and how we collect and use your personal information. We collect certain information from you when you request information about services, establish an account, or request inclusion in an email or other contact list. Third party vendors may collect and process this information on our behalf. We use the information we collect to provide you with services and to perform legal and other obligations.

Through our website and customer portal, you may provide us with certain personal information, including your first and last name, phone number, email address, mailing, service or other physical address, payment information, and other information, to set up an account, contact us, request information, access information or subscribe to services. We require this information to provide you with the requested information or services. You may enter this information through our contact form or through our customer portal, Smarthub, which is operated by a third party NISC (National Information Solutions Cooperative) We are not responsible for the privacy practices of Smarthub or other third parties, even those that have websites linked to or from our website. We encourage you to review their respective privacy policies.

We may use the information we collect about you through our website to administer your account, improve services, correspond with you, particularly when you submit an inquiry, or sign up to receive products or services, or other communications and updates from us; to analyze trends, track your usage of our website to provide more relevant and interesting content; to maintain the security and integrity of our website; products and services; to administer, review and improve our website, products or services; or, should you become a customer, for purposes permitted by your agreements with us, if any, to enable

us to provide you with certain products or services. Some of these services are provided by third-party vendors, such as our billing service provider. We may use third-party service providers to provide website analytics that use cookies, web beacons, and other technologies to collect information to improve online experience and our interaction with users and to provide personalized content based on your activities and interests.

When you download, install or use our App and register for an account to use the App, we may collect information you provide to us, such as your name, email address, location, phone number, contact book data, inventory of installed applications, and your screen recording. You may be required to provide certain information about yourself as a condition of downloading, installing or using the App or certain of their features or functionality, such as parental controls, subscriber profiles, or time-of-day restrictions. In addition to the information, you provide to us, we will automatically collect information about your mobile device and about your use of the App, including browser information, websites you visit, traffic usage and session cookies related to your access and use of the App. Keeping track of this information is necessary in order for some features of our App to function correctly. We collect this information to assist us in improving our App and maintaining internal records to understand how it is used by our customers and to provide additional features and to fulfill any other purpose authorized by you and reasonably required for the App. We may use information we collect about you to send you marketing information, product recommendations and other non-transactional communications (e.g., in-app messages, or, with your permission, push notifications) about us, including information about our products and services and to enhance your experience after downloading the App.

As with most websites, our website collects certain information automatically, such as the Internet domain from which you access our websites, IP address, the type of browser and operating system you use, the date and time of access, pages visited, and the address of the website from which you linked to our website. Like many websites, our website uses cookies to collect information about how you use the website and to assist us in improving our website. Please see below for more information about our cookies and tracking policy.

If you use a router with our services, we may collect and use technical information, such as device count and types, router configuration parameters, such as parental control settings and wireless settings, router performance and usage, in order to provide services to you and to improve our products or to provide customized services or technologies to you.

We will not share or sell your personal information with third parties, other than to our subsidiaries or vendors, including payment processors, content providers, our customer portal host, and others who perform similar functions on our behalf. Our vendors who provide product support services may collect and use technical information gathered as part of their product support services and may use that information to improve their products or to provide customized services or technologies to us. These vendors are subject to a duty to protect the confidentiality of personal information we share as necessary for them to provide services to us. This information may be treated in accordance with the third party's privacy policy.

We may also disclose your personal information:

- when such disclosure is required or authorized by law through legal process;
- when pertinent to judicial or governmental investigations or proceedings;
- to protect our legal rights and pursue remedies available to us and to limit our damages;
- to defend and protect the rights of others;
- in connection with the sale, purchase, merger, reorganization, liquidation or dissolution involving GEC or GTech Fiber; and
- when necessary to respond to an emergency, which includes protecting your safety or the safety of others.

We are committed to protecting the privacy of children. We do not knowingly attempt to solicit or receive information from children under the age of 13, nor send them requests for personal information.

Cookies and Tracking Technology. Like many other websites, we use standard technology such as cookies, web beacons, and pixels (“cookies”). A cookie is a small data file that may be sent to your computer when you visit our website and is used to identify you when you use our website or return to our website. We use cookies to better serve our website users and to help us improve your experience on our website. We use cookies to collect information about how you use our website; to assess the performance of our website, including to improve the content, products and services offered through this website; to offer you enhanced functionality when accessing this website, including identifying you when you sign in to our website, keeping track of your specified preferences; or to track your online activities over time and across third party websites.

Most web browsers allow you to control cookies through their settings tab. You may also have the option to delete most cookies. By changing the settings of your browser, you may be able to effectively refuse or delete cookies, but that may affect the display function of certain features on our website.

Do Not Track. Certain web browsers allow consumers to enable "do not track" signals through which a consumer can signal to websites and online services whether the consumer approves of the collection of personally identifiable information about its online activities over time and across third-party websites and online services. Our services are not currently configured to respond to a “Do Not Track” signals.

Customer Proprietary Network Information (“CPNI”). CPNI is information made available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, the amount of use of the telecommunications and interconnected VoIP services you purchase from us, and related billing information. Section 222 of the Communications Act of 1932, as amended (the "Act"), establishes criteria concerning the use of CPNI.

We will only disclose and/or use CPNI as permitted by the Act, applicable rules, and regulations. We may use and share your CPNI among our affiliates and agents to offer you services that are different from the services you currently purchase from us. If you do not want us to use or share your CPNI with our affiliates and agents for this purpose, let us know by calling us any time at 573-759-7146 Option 4

How we protect your information. We make reasonable efforts to maintain the security of our servers and computer networks to help prevent the loss, misuse, and modification of the personal information

we collect about you. We protect the security of your personal information by using specialized software during the service application process, enrollment, or when you pay for services via our customer portal. We also maintain reasonable administrative, technical, and physical safeguards to protect the personal information in our possession. We have established security protocols to ensure that we are doing our part to protect against any anticipated threats or hazards to the security and integrity of our systems. Although we take reasonable steps to maintain information security, and expect our vendors to do the same, we cannot guarantee the security of personal information. We also encourage our customers to do their part in protecting their personal and sensitive information, including being responsible for maintaining the confidentiality of their account login information and other passwords.

Contacting You. We may periodically contact you regarding promotions, offers, products or services that we offer. You may cease receiving promotional communications at any time by contacting us at 573-759-7146 Option 4.

Questions, Concerns, or Complaints. If you have any questions about this Privacy Policy, contact us by e-mail info@mygtechfiber.com or by phone at 573-759-7146 Option 4.