

GIGFIRE ACCEPTABLE USE AND PRIVACY POLICY

Effective Date: March 2023

This Acceptable Use and Privacy Policy ("Policy") governs the use of the services provided by GigFire LLC ("GigFire"), a broadband company. By using our services, you agree to comply with this Policy and any applicable laws or regulations. This Policy outlines acceptable use of our services and explains how we collect, use, disclose, and protect your personal information.

1. Acceptable Use

1.1 Lawful Use: You agree to use our services in compliance with all applicable laws, regulations, and this Policy. You shall not engage in any unlawful, fraudulent, or harmful activities through the use of our services.

1.2 Prohibited Activities: The following activities are strictly prohibited:

- a) Violating any applicable laws or regulations;
- b) Transmitting, distributing, or storing any content that is infringing, defamatory, obscene, or otherwise objectionable;
- c) Engaging in any unauthorized access, hacking, or other forms of unauthorized network interference;
- d) Engaging in any activity that could disrupt or compromise the security, integrity, or performance of our network or systems;
- e) Sending unsolicited commercial messages (spam) or engaging in any form of electronic harassment;
- f) Sharing or distributing malware, viruses, or any other harmful software or code;
- g) Engaging in any activity that could cause harm to GigFire's reputation or the reputation of other users of our services.

1.3 Network Management: GigFire reserves the right to manage its network and resources to ensure fair usage and quality of service for all users. This may include implementing reasonable traffic management measures to prevent network congestion or abuse.

2. Privacy

2.1 Collection of Personal Information: We collect personal information from our customers and visitors to our website for the purpose of providing our services and improving the user experience. The types of personal information we collect may include your name, address, email address, phone number, billing information, and any other information you voluntarily provide to us.

2.2 Use of Personal Information: We use your personal information to:

- a) Provide and deliver our services to you;
- b) Process payments and communicate with you about billing and account-related matters;
- c) Respond to your inquiries, requests, or customer support needs;
- d) Send you promotional or marketing communications, subject to your preferences and applicable laws;
- e) Improve our services, website, and overall user experience.

2.3 Disclosure of Personal Information: We may disclose your personal information to:

- a) Third-party service providers who assist us in delivering our services, such as billing, customer support, and technical operations;
- b) Law enforcement or government agencies when required by law or to protect our rights and property;
- c) Other parties with your consent or as otherwise permitted by applicable laws or regulations.

2.4 Data Security: We implement reasonable security measures to protect your personal information from unauthorized access, use, or disclosure. However, no method of transmission or electronic storage is completely secure, and we cannot guarantee the absolute security of your information.

2.5 Cookies and Tracking Technologies: We may use cookies and similar tracking technologies on our website to enhance your experience and collect non-personal information. You can manage your cookie preferences through your browser settings.

3. Changes to this Policy

3.1 We reserve the right to modify or update this Policy at any time. Any changes will be effective immediately upon posting the revised Policy on our website. We encourage

you to review this Policy periodically to stay informed about our acceptable use guidelines and privacy practices.

4. Contact Us

4.1 If you have any questions or concerns about this Policy or our services, please contact us at helpdesk@gigfire.com