



Your World, *Connected.*

Privacy Policy

This Statement of Privacy (“Privacy Policy”) applies to the services provided by Texoma Communications LLC d/b/a TekWav (“TekWav”) and describes the policies and procedures for the collection, use, and disclosure of information. By using the TekWav Service, you agree to the collection and use of information in accordance with this Privacy Policy.

Definitions

For the purpose of this Privacy Policy:

- **Account** – A unique account created for you to access our Service.
- **Company** – Also referred to as “the Company”, “We”, “Us”, or “Our”. This term represents TekWav.
- **Cookies** – These are small files that are placed on your computer, mobile device, or any other device that can access a website. The files contain details of your browsing history on a particular website among its many uses.
- **Device** – Any electronic used to access the Service, such as a computer, tablet, or smartphone.
- **Personal Data** – Any information that relates to an identified or identifiable individual.
- **Service** – Also known as “Services”. This refers to the use of the TekWav website or the Internet service provided by TekWav.
- **Service Provider** – Any person associated with TekWav, including employees, agents, contractors, and representatives, who processes data on behalf of the Company. It also includes third-party companies or individuals who facilitate the Service, to provide the Service on behalf of the Company, to perform services related to the Service, or to assist the Company in analyzing how the Service is used.
- **Usage Data** – The data is collected automatically, either generated by the use of the Service or from the Service infrastructure itself.
- **Website** – <https://tekwav.com>
- **You** – Also referred to as “the Customer”, “your” and “the user”. This term represents the individual or company accessing or using the Service, or other legal entity on behalf of such individual or company, if applicable.

Information Collected

TekWav collects and retains three (3) types of information – personal, non-personal, and network.

Personal Information is information provided by the Customer to TekWav voluntarily or passively through use of the Services. It is directly associated with or reasonably linked to a specific person or electronic device. We will collect Personal Information when you sign up for Service, have equipment installed to provide Service, have the Service maintained or upgraded, and when you contact us regarding the service. This information includes the Customer name, email address, phone number, billing address, billing information, service address, and the nature of any Customer devices or other property making use of the Service. You may also be asked to provide additional Personal Information to allow TekWav to provide additional Services or assist in providing customer service to troubleshoot the Service, a Customer device, or improve the quality of the Service.

Non-Personal Information is collected using Website information, cookies, and other similar tracking technology. When you visit TekWav’s Website, we will collect various types of Non-Personal Information,



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such as server logs from your browser or device. These server logs may include your IP address, a unique device identifier, cookie information, the type of browser and/or device you're using to access the Service, and the page or feature being interacted with. You have the ability to change the preferences on your browser or device to prevent or limit acceptance of cookies or similar tracking technology. Opting out of tracking may prevent you from tracking advantage of some features on the Website or accessing certain functions and conveniences. Clicking on a link to a third-party website or service may also transmit cookies to your browser or device. TekWav is not responsible for the privacy policies or practices of third parties.

Network Information is information about how you access and make use of the TekWav network, which may or may not be directly associated with or reasonably linked to a specific person or device. This information will be associated with the performance of the TekWav Equipment installed on your premises, when the Service is being used, which devices are being used to access the Service, the amount of data being transmitted and received, the content of data being transmitted and received, the websites being visited, and any other information that is transmitted over the TekWav network.

Use of Information Collected

Each type of information is collected for particular reasons and use.

Personal Information is predominately used for TekWav to be able to contact you. We will utilize your email address, phone number, and mailing address to communicate service improvements or upgrades. Another use of Personal Information is for marketing and advertising purposes. Messages may be sent to you regarding the TekWav Service and Website. We may use your email address, your phone number (voice and text), and mailing address. Personal Information can be used to enhance the Website as well as the Service offerings available now and into the future.

Non-personal Information will be used to enhance our Website and Service offerings. We analyze how often Website features are used by visitors. This helps TekWav to determine which products or services are most interesting.

Network Information is used in two primary reasons – to aggregate Network Information from multiple subscribers and to monitor and enhance the performance of the network. Aggregating Network Information allows TekWav to determine the overall performance of the Service and network. This information may be shared with affiliates and other third parties. The shared Network Information does not contain information that specifically identifies individuals or devices. Monitoring the network does not include the content of websites viewed or the email communications sent out. We monitor and preserve the following:

- When you're using the service
- How you're using the service – traffic patterns regarding websites visited, amount of data being sent/received, or other activity
- Amount of data you're transmitting/receiving through the Service
- General information about the performance of our equipment and its interaction with the rest of the network



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We do reserve the right to and may monitor, access, review and preserve any network info and/or content in the following situations:

- Response to an injury from customer or another authorized user on your account regarding customer or their use of the Service or problems you or they are experiencing with the Service
- If we have reason to believe you are using the Service in violation of the Terms of Service or any applicable statutes, rules, ordinances, or regulations
- If we have reason to believe your use of the Service is negatively affecting other customers
- When we're required by law or legal process to do so, or when we have a good faith belief that we will be required by law or legal process to do so

Information Protection

TekWav strives to protect the privacy of our Customer accounts and other Personal Information we hold in our records using reasonable administrative, technical, and physical security measures. TekWav cannot and does not guarantee complete security. The security of Personal Information may be compromised at any time by unauthorized entry or use, hardware or software failure, and other factors.

Your account is protected by a password for your privacy and security. It is your responsibility to prevent unauthorized access to your account and Personal Information. We recommend protecting your password and/or other sign-on mechanism appropriately and limiting the access available to your personal electronics or devices. If your account or password has been disclosed to another person who is not named on your account, it is your responsibility to notify TekWav of the disclosure as it is you are solely responsible for any use of TekWav via your username and password.

When a TekWav customer contacts us, we will ask you to verify your identity and account prior to making any changes to your account. We will not send emails or text messages asking for any sensitive or confidential Personal Information, such as a social security number, bank account, credit card number, or driver's license number. If you receive such a communication, do not respond to it. Instead, contact our Manager of Customer Service at customerservice@tekwav.com.

Cookies

The TekWav Website uses cookies to help us with remembering and processing content throughout the site. It allows us to save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer a better experience on the Website and Services in the future. We may contract with third parties to assist in better understanding our Website visitors. These third parties will not be permitted to use the information collected on our behalf.

Disclosure of Information

Your Personal Information will only be disclosed to third parties (including our affiliates) as listed in this Privacy Policy. We reserve the right to fully use, disclose, and process any Non-Personal Information collected from you in any manner and any you make public via our Services or Website. TekWav won't rent, sell, or disclose Personal Information to anyone who is not related to TekWav for marketing or promotional purposes. TekWav will share your Personal Information with affiliates and other third parties for the following reasons:



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- **Affiliates** are relied on to provide you with our Service. These entities are companies who are related to TekWav by common ownership or control. Personal Information and Non-Personal Information may be shared for business, operational, promotional and/or marketing and advertising purposes.
- **Operational Service Providers** are other companies and people TekWav may contract with to perform tasks or service on our behalf and need to share Personal Information to provide products or services to you. Payment processing is an example of this. We will contract with a payment processor company to make it possible to process your payments when you use your credit card or ACH. Unless we state otherwise, we don't grant Operational Service Providers with any right to use Personal Information we share beyond what is necessary to assist with us with our ability to provide you with Service.
- **Business Transfers/Restructuring** may occur if we choose to buy or sell assets, or if TekWav is sold. Personal Information and the other information types are considered business assets and will be disclosed and transferred. In the event we or our assets are acquired OR we go out of business, enter into bankruptcy, or go through some other change of control (restructuring, re-organization, or financing arrangements), all Information would be disclosed, transferred to or acquired by a third party.
- **Protection** of TekWav, affiliates, employees, OSPs, Users/Subscribers, and public safety may require the disclosure of information collected. We reserve right to access, read, preserve, and disclose any Personal Information we have access to if we believe doing so will accomplish the following:
 - Implement and/or enforce the User Agreement, Terms of Service, Privacy Policy, or any legal document
 - Protect interests, rights, property, and/or safety of TekWav or our affiliates, employees, OSPs, Users/Subscribers, agents, third party licensors or suppliers, or the general public
- **Law or Legal Process** – We reserve the right to access, read, preserve, and disclose any PI to which TekWav has access if we are required by law or legal process to do so, or if we have a good faith belief that we are required by law or legal process to do so.

Personal Information Access, Modification, and Deletion

As a TekWav Customer, you have the ability to access to the following Personal Information using your [Customer Portal](#).

- Full Name
- Business Name (if applicable)
- Username and password
- Email Address
- Telephone Number
- Billing and Service address
- Account and Billing information

To modify the information listed above, you may contact the TekWav Customer Service team at customerservice@tekwav.com or by way of the Customer Portal. Some information may be modified or deleted using the Customer Portal. Some information may still be retained by TekWav, such as historical emails and



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addresses for billing and/or services, for security and verification purposes. Customers cannot delete such information.

When a Customer updates Personal Information, we may retain a copy of the unrevised information in our records for internal security reasons or record keeping. Some information may stay in TekWav's records after it is modified, amended, or deleted by the Customer or a member of TekWav. We may use aggregated data or incorporate Customer Personal Information after it is updated or deleted to in a manner that would not identify a Customer personally. We may also maintain the Personal Information tied a previous Customer and their use of the Service after the Customer terminates their account with TekWav as required by TekWav's business practices, by law, and/or tax reporting purposes.

The information available to the Customer to view, update, and delete may change. If you have any question about viewing or updating the information we have on file, please contact the Customer Service team at customerservice@tekwav.com.

Third-Party Links

Our Website and/or other social media platforms may contain a variety of content and functionality. Links to third party websites and online service may be provided. The TekWav Privacy Policy applies only to TekWav and our affiliates. The presence of a link doesn't constitute or imply our endorsement, recommendation, or sponsorship of the content, goods, services, business, or privacy practices on such websites or online services. We encourage you to be aware and informed when you leave our website and our pages on social media platforms.

Children's Online Privacy Protection Act

We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

Your Consent

By using our Website or TekWav Services, you consent to this Privacy Policy.

Changes to the Privacy Policy

We reserve the right to change the terms of this Privacy Policy. Since any changes will be posted on this page, we encourage you to check this page regularly. Any changes to this policy shall be effective immediately upon posting them here. This privacy policy was last amended July 2022.

Contacting TekWav

In the event that you need to contact TekWav, you may do so using the following methods.

Office Phone Number: (903) 375-9787

Email: customerservice@tekwav.com

Website: <http://www.tekwav.com>

Office Address: 223 North Walnut Street, Sherman, TX 75090