



WANDERPORT  
all things connected

# Privacy Policy

## **Information We Collect and How We Use It**

We collect and use information about you in the following ways:

### **Information Collected When You Communicate with Wanderport Networks:**

When you communicate with Wanderport Networks, we collect information from you that we use to deliver, provide, confirm, change, bill, monitor, maintain and repair your products and services. This information is also used to resolve issues with your order, with our products and services, or with your account. The information we collect may include your name, addresses, and other contact information; the reason for the contact; and your Social Security Number and payment information. We use this information to establish and maintain your customer account and billing records (including establishing credit), provide services to you, authenticate you, and contact you about products and services that we offer.

When you contact us, regardless of the method of contact, we may monitor or record that communication or keep a record of the transaction to help us train employees and provide high-quality customer service.

### **Information Collected When You Use Wanderport Networks Products and Services:**

We collect information about your use of our products and services. Information such as call records, websites visited, wireless location, application and feature usage, network traffic data, service options you choose, mobile and device number, and other similar information may be used for billing purposes, to deliver and maintain products and services, or to help you with service-related issues or questions. In addition, subject to any legal restrictions that may apply, this information may be used for other purposes such as providing you with information about product or service enhancements, determining your eligibility for new products and services, and marketing to you based on your use of your products and services. This information may also be used to: (1) manage and protect our networks, services and users from fraudulent, abusive, or unlawful uses; and (2) subject to consent practices described in this policy, help us improve our services, research and develop new products, and offer promotions and other services. This type of information may be aggregated or rendered anonymous for business and marketing uses by Wanderport or by third parties.

If you subscribe to Wanderport Networks Digital Communications Services we may automatically measure and monitor network performance and the performance of your Internet connection to improve your, or our, overall service levels. If you contact us for service support, we also may access information about your computer, wireless device or other device settings to provide customized technical support or to install specific applications or services that you use or that are necessary to the applications or services you use.

If Wanderport Networks intends to gather information from your use of our Internet access services to direct customized advertising specifically to you based on your visits over time and across different non-Wanderport Networks websites, we will provide you with notice of our plan and obtain your affirmative consent.

Please note that Wanderport Networks is not responsible for information, content, applications or services provided by others. Before you access, use, link to or download a service or application on your computer or wireless device, you should review the associated terms of service and privacy policy. Personal information you submit in those contexts may be read, collected or used by the service or application provider and others associated with these forums in a manner different from that described here.

### **Information Provided to Us by Third Parties:**

When you purchase products or apply for service with us, we may obtain credit information about you from outside credit reporting agencies to help us with customer authentication and credit-related decisions.

We may also obtain contact information and other marketing lead information from third parties, and may combine it with information we have to contact you or direct Wanderport Networks's marketing offers to you.

### **Information Collected on Wanderport Networks Websites:**

When you browse Wanderport Networks websites, information is collected about your device and your visit. We also collect data about your browsing, searching and buying activity as you interact with our sites. We may collect and use your IP address, mobile telephone or device number, account information, web addresses of the sites you come from and go to next and information about your connection, including your device's browser, operating system, platform type and Internet connection speed. We use this information for operational and performance measurement purposes including monitoring statistics such as how many people visit our websites; which pages people visit on our sites; how much time is spent on each page or; which browsers are used to visit our sites.

When you establish an online account with us, we maintain information about your user identification and password. This information is used to identify you when you sign in to your account.

Wanderport Networks and its vendors also use information collected on Wanderport Networks websites to help us deliver more relevant Wanderport Networks marketing messages. These messages may be delivered on our websites, on non-Wanderport Networks websites, by our representatives, via email, or via other Wanderport Networks services or devices. We use this information in order to, among other things, ensure that you see the correct products and pricing available in the geographic area in which you live, manage the frequency with which you see an advertisement, tailor advertisements to better match your interests, and to understand the effectiveness of our advertising. We also may use this information to assess the effectiveness of our sites and to help you should you request help with navigation problems on these sites.

#### **Information You Provide:**

When you contact us online or by other means for information about products and services or when you enter a Wanderport Networks-sponsored or affiliated contest, we will respond to your request and may use the information you supply us to provide you with additional information about service offerings either at that time or in the future. Information you provide on our websites about your preferred location and other preferences may be used to provide you with more relevant product recommendations, services and special offers.

If you provide information to us in the context of an event that Wanderport Networks sponsors with another organization, such as a contest or sweepstakes, or if you visit a co-sponsored site or use a co-sponsored service, you also may be providing information to the co-sponsor. You should refer to that co-sponsor's privacy policy for information about its practices which may differ from Wanderport Networks's practices.

We may also collect information from you when you agree to participate in surveys or provide other feedback to us regarding our products or services, when you register to receive news or public policy updates, or when you apply for a job with Wanderport Networks. We use this information only for the purpose for which you provide it.

Wanderport Networks may send you emails that communicate information about your account or about products, services, marketing offers, or promotions that may be of interest to you. When you open a Wanderport Networks email or click on links within these emails, we may collect and retain information to provide you with future communications that may be more interesting to you. Please note that Wanderport Networks will not ask you to send us, via email, sensitive personal or account information.

#### **Information We Share**

##### **Information Shared Within the Wanderport Networks Family of Companies:**

Wanderport Networks shares customer information within our family of companies for operational purposes. Sharing this information allows us to provide you with the latest information about our products and services and to offer you our latest promotions.

##### **Information Shared Outside the Wanderport Networks Family of Companies:**

Except as explained in this Privacy Policy, in privacy policies for specific services, or in agreements with our customers, Wanderport Networks does not sell, license or share information that individually identifies our customers, people using our networks, or website visitors with others outside the Wanderport Networks family of companies for non-Wanderport Networks purposes without the consent of the person whose information will be shared.

Wanderport Networks uses vendors and partners for a variety of business purposes such as to help us offer, provide, repair and bill for services we deliver to you. We share information with those vendors and partners to the extent reasonably necessary for them to perform work on our behalf. For example, we may provide your credit card information and billing address to our payment processing company solely for the purpose of processing payment for a transaction you have

requested. We require that these vendors and partners protect the customer information we may provide to them and limit their use of Wanderport Networks customer data to the purposes for which it was provided. We do not permit these types of vendors and partners to use this information for their own marketing purposes.

As described in more detail in other sections of this policy, Wanderport Networks also may share certain information with outside companies to assist with the delivery of advertising campaigns, or preparing and sharing aggregate business and marketing reports.

We may disclose information that individually identifies our customers or identifies customer devices in certain circumstances, such as:

- to comply with valid legal process including subpoenas, court orders or search warrants, and as otherwise authorized by law;
- in cases involving danger of death or serious physical injury to any person or other emergencies;
- to protect our rights or property, or the safety of our customers or employees;
- to protect against fraudulent, malicious, abusive, unauthorized or unlawful use of or subscription to our products and services and to protect our network, services, devices and users from such use;
- to advance or defend against complaints or legal claims in court, administrative proceedings and elsewhere;
- to credit bureaus or collection agencies for reporting purposes or to obtain payment for Wanderport Networks-billed products and services;
- to a third-party that you have authorized to verify your account information;
- to outside auditors and regulators; or
- with your consent.

If you purchase services offered jointly by Wanderport Networks and one of our partners, customer information may be received by both Wanderport Networks and our partner that is providing your service. For these jointly offered services, you should also review the partner company's privacy policy which may be different from those described here.

If Wanderport Networks enters into a merger, acquisition or sale of all or a portion of its assets or business, customer information will also be transferred as part of or in connection with the transaction.

### **Information Provided to or Used by Third-Party Advertising Entities**

You may see third-party advertisements on some Wanderport Networks websites, services, or devices. Some advertisements are chosen by companies that place advertisements on behalf of other third-party advertisers. These companies, often called ad servers or ad networks, may place and access cookies on your device to collect information about your visit on our websites. The information they collect from our sites is in a form that does not identify you personally. This information may be combined with similar data obtained from other websites to help advertisers better reach their targeted audiences. Targeting may be accomplished by tailoring advertising to interests that they infer from your browsing of our sites and your interaction with other websites where these ad servers or ad networks also are present.

If you choose to interact with specific advertisers who advertise on our sites, the information you provide to them is subject to the conditions of their specific privacy policies. In addition, responding to or interacting with a particular advertisement, may result in you later receiving a targeted advertisement on our websites or on other sites as a result of an ad server or ad network concluding that you fit within a particular audience an advertiser is trying to reach.

We also may provide third-party advertisers with geographic or demographic information that allows them to tailor their ads. This information does not identify you individually.

### **How to Limit the Sharing and Use of Your Information**

You have choices about how Wanderport Networks shares and uses information.

### **Marketing Email, Postal Mail and Door-to-Door Calls:**

Marketing emails you receive from Wanderport Networks include an unsubscribe instruction (usually found at the bottom of the email) that you may use to opt out of receiving future Wanderport Networks marketing-related emails. You may opt out of receiving marketing-related emails from Wanderport Networks by visiting our "Unsubscribe" site and providing the requested information. You may opt out of receiving marketing-related emails from Wanderport Networks Wireless by contacting a Wanderport Networks Wireless representative at 1-866-910-WIFI (9434).

### **Information Used for Online Advertising:**

You have choices about whether certain information collected on websites, including Wanderport Networks', is used to

customize advertising based on predictions generated from your visits over time and across different websites. When you see this icon in or around an advertisement you can click on the icon to see additional information on the companies and data practices that were used to deliver the ad and descriptions of how you may opt-out of these advertising programs. To learn more or to limit the collection of information by these parties, you may also visit the [Aboutads.info](http://Aboutads.info) website.

Please note that many opt-outs are cookie-based. If you buy a new computer, change web browsers or delete the cookies on your computer, you will need to opt-out again. Please also note that some wireless devices, portals and websites have limited ability to use and store cookies. As a result, advertising entities may have a limited ability to use cookies in the manner described above or to respect cookie-based opt out preferences. However, ads may still be tailored using other techniques such as publisher, device or browser-enabled targeting. You should check the privacy policies of the products, sites and services you use to learn more about any such techniques and your options. If you do not want information to be collected for marketing purposes from services such as the Wanderport Networks Wireless Mobile Internet services, you should not use those particular services.

You also can limit the collection of certain website information by deleting or disabling cookies. Most computers' Internet browsers enable you to erase cookies from your computer hard drive, block all cookies, or receive a warning before a cookie is stored. Please note that disabling cookies may prevent you from using specific features on our sites and other websites, such as ordering products or services and maintaining an online account.

### **Working Together to Help Keep Children Safe**

Wanderport Networks recognizes that online service providers must be vigilant in protecting the safety and privacy of children online. We do not knowingly market to or solicit information from children under the age of 13, without obtaining verifiable parental consent.

Regrettably, there are those who use the Internet to view, store and distribute child pornography (or who engage in other types of illegal activity involving children). Child pornography is subject to severe criminal penalties and using the Wanderport Networks network to view, store or distribute it violates our service contracts. The Wanderport Networks network may not be used by customers in any manner for the storage, transmission or dissemination of images containing child pornography and we will report any instances of such activity of which we become aware to the appropriate law enforcement authorities.

If you have a complaint about child pornography, the soliciting of children for sexual activity, or any other illegal or inappropriate activity involving children on a Wanderport Networks service, report it to us by sending an email to [abuse@wanderport.com](mailto:abuse@wanderport.com). Please include the words "child porn" in the subject line of your email. You can also make a report directly to the National Center for Missing and Exploited Children through its CyberTipline located at [www.cybertipline.org](http://www.cybertipline.org).

Additional Internet safety resources and information are available at:

- <http://www.netsmartz.org/>
- <http://www.wiredsafety.org/>
- <http://www.onguardonline.gov/>
- <http://www.common sense media.org/>
- <http://www.webwisekids.org/>
- <http://www.stopbullying.gov/>
- <http://www.cyberbullying.us/>
- <http://www.connectsafely.org/>

### **Information Security**

Wanderport Networks has technical, administrative and physical safeguards in place to help protect against unauthorized access to, use or disclosure of customer information we collect or store, including Social Security Numbers. Employees are trained on the importance of protecting privacy and on the proper access to, use and disclosure of customer information. Under our practices and policies, access to sensitive personally identifiable information is authorized only for those who have a business need for such access, and sensitive records are retained only as long as reasonably necessary for business or legal purposes.

Although we work hard to protect personal information that we collect and store, no program is 100% secure and we cannot guarantee that our safeguards will prevent every unauthorized attempt to access, use or disclose personal information. Wanderport Networks maintains security and incident response plans to handle incidents involving unauthorized access to private information we collect or store.

### **Contact Information**

If you have questions, concerns or suggestions related to our Privacy Policy or our privacy practices you may contact us at:

Wanderport Networks  
330 West 38th Street, Ste. 908  
New York City, NY 10018  
Fax: 888-494-3848  
Email: [abuse@wanderport.com](mailto:abuse@wanderport.com)

### **Accessing and Updating Your Information**

We strive to keep our customer records as accurate as possible. Please let us know if you see any inaccuracy in your information or if your information changes. You may request such changes by calling a customer service representative at 1-866-910-WIFI (9434) or by accessing your account online and updating your account information. Similarly, updates can be made to your Wanderport Networks Wireless account by calling a Wanderport Networks Wireless customer service representative at 1-866-897-3084 or through the live chat link on our website. Alternatively, Wanderport Networks Business customers may update their information by contacting their account manager.

### **Links to non-Wanderport Networks Websites**

Wanderport Networks websites may contain links to non-Wanderport Networks sites. We are not responsible for the content on these sites or the privacy policies and practices employed by these sites. We recommend that you review the policies and practices of the sites you visit.

### **Changes to This Policy**

We reserve the right to make changes to this Privacy Policy, so please check back periodically for changes. You will be able to see that changes have been made by checking to see if the effective date posted at the end of the policy.

If Wanderport Networks elects to use or disclose information that identifies you as an individual in a manner that is materially different from that stated in our policy at the time we collected that information from you, we will give you a choice regarding such use or disclosure by appropriate means, which may include use of an opt-out mechanism.

[DOWNLOAD AS PDF](#)