

Coastal Fiber Mobile App Privacy Policy

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How Coastal Fiber Collects Your Information

Coastal Fiber collects and processes information provided directly by you when you install the App and register for an account to use the App. Specifically, this information includes:

- Your name, email address, location, user's phone or contact book data, user's inventory of installed apps, and user's screen recording;
- Browser information and session cookies related to your access and use of the App;
- Data insights Coastal Fiber attains based on correlation and analytics of your information collected in providing the App, which may be used in aggregated and dis-aggregated formats or to obtain trend analytics, to provide the App; and
- Use of the above-described collected information in aggregated and dis-aggregated formats to enhance our current App or to provide App features.

How Coastal Fiber Uses the Information

Coastal Fiber uses the information collected as described in this Privacy Policy, including personal information, to:

- Provide you with the App as described in the Agreement;
- Implement, improve and/or enhance the App, including to make future releases available to you;
- Carry out Coastal Fiber obligations as described or authorized in the Agreement and this Privacy Policy;
- Enforce Coastal Fiber rights arising from the Agreement between you and Coastal Fiber; and
- Fulfill any other purpose authorized by you and reasonably required for the App.

How to Delete Your Coastal Fiber App Account

Removing the Coastal Fiber app from your device(s) does not delete an account created with the app. You will need to request account deletion.

Request Coastal Fiber App Account Deletion

You may use any of the methods below to submit your request:

Automated

Email

Send the email used to open your Coastal Fiber app account in the body of your message and “Delete App Account” (or similar) in the subject line to: customerservice@coastalfiber.com

Phone

Call our Customer Service Department at [\(833\) 434-3311](tel:(833)434-3311) during normal business hours, Mon.-Fri., 8 a.m.-5 p.m.

When we delete your account, all of the following data is deleted immediately:

- User-provided information (name, password, email address, location)
- Network information (Wi-Fi, SSID)
- Enable/disable services (opt-in/out, alert notifications)

Any remaining data is anonymized for analytical purposes only and is in no way identifiable as your account information.

Need More Information?

If you have any questions or comments concerning this Customer Privacy Policy, or if you believe that the Company has not adhered to its privacy policy, please [contact us](#), call Coastal Fiber's customer service department. You may also contact Coastal Fiber via regular mail at Coastal Fiber, P.O. Box 575, Darien, GA 31305.