

Purpose:	This Privacy Policy will provide detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.
Policy:	At FCSonline.org, we are committed to maintaining the trust and confidence of our website visitors. We do not collect, sell, rent or trade email lists or any data with other companies and businesses.
Definitions:	N/A
Responsibility:	Frontier Community Services
Scope:	Throughout the agency and website users.
Procedure:	<p>This Website Privacy Policy (“Policy”) describes:</p> <ul style="list-style-type: none"><li>• Information Frontier Community Services (“we,” “us”) receives from you when you interact with this website (“Site”)</li><li>• How we use and process the information we receive</li><li>• If and why Personal Information may be disclosed to third parties</li><li>• Your choices regarding the collection and processing of your Personal Information</li></ul>

This Policy does not apply to information collected through third-party websites that you may access through the Site, or that you submit to us through other means.

Please review this Policy carefully. When you submit information to or through the Site, you consent to the collection and processing of your information as described in this Policy. By using the Site, you accept the terms of this Policy and consent to our collection, use, disclosure and retention of your information as described herein. If you do not agree with any part of this policy, please do not use the site.

## Types of Information we collect

We collect information that you provide to us as well as information we obtain from your use of the Site. Some types of information we collect include:

“Personal Information”—information that can identify a specific person. Personal Information includes: (1) contact data (such as e-mail address, telephone number and employer); (2) demographic data (such as gender, date of birth and zip code); and (3) certain Usage Data (defined below).

“Usage Data”—information about an individual's online activity that, by itself, does not identify the individual, such as:

- Technical information, including your browser type, service provider, operating system and webpages visited; and
- Information about what you've searched for and looked at while using the Site.

“Location Data” is a category of Personal Information collected about the location of a mobile device or computer, including:

- The location of the mobile device or computer used to access the Site (from GPS or WiFi use); and
- Other information made available by a user or others indicating the user's location.

## How We Collect Information:

Our collection and processing of information depends on how you use and access the Site. Some information is collected automatically. We collect information about you in the following ways:

**You Share it With Us.** We collect information from you when you:

- **Use the Site.** We collect Personal Information from you when you contact us or otherwise voluntarily provide your Personal Information.
- **Connect With Social Media Through the Site.** When you access the Site through your social media account, the Site may, depending on your privacy settings, have access to information that you have provided to the social media platform. We may use this information for the purposes described in this Policy or at the time the information was collected.

**Our Business Partners and Service Providers Share it with Us.** Third parties that assist us with our business operations also collect information (including Personal Information and Usage Data) about you through the Site and share it with us.

**Through Site Usage Data.** We also automatically collect Usage Data including browsing actions when you interact with the Site.

**From Cookies and Other Data Collection Tools.** We, along with the service providers that help us provide the Site, use “cookies”, which are small computer files that contain information about your computer, such as user settings, browsing history and activities conducted while using the Site. Cookies are not themselves personally identifiable but may be linked to Personal Information that you provide to us through your interaction with the Site.

Cookies help us improve the Site by tracking users' navigation habits and customizing users' experience with the Site; and enabling us to analyze technical and navigational information about the Site.

## **How We Use Your Information**

We may use the information we collect for any of the following purposes:

- To make the Site available to you;
- To operate and improve the Site, and to give each user a more consistent and personalized experience when interacting with us;
- For archival and backup purposes in connection with the provision of the Site;
- To communicate with users via client alerts and updates; and
- To better understand how users access and use the Site, for the purposes of trying to improve the Site and to respond to user preferences.

To provide you with a better experience and to improve the Site, information collected through the Site may be used in an aggregated or individualized manner.

## **How We Share and Disclose Your Information**

We may share and disclose information as described at the time information is collected or as follows:

**When you Consent.** We may share Personal Information with third parties if you have given us your consent. This may happen, for example, if you request to be added to our distribution list, or you engage the firm to render services.

**To Operate the Site.** We may disclose Personal Information to identify a user in connection with communications sent through the Site. For example, we may offer users the opportunity to share information with friends and other users through the Site.

**With Third-Party Service Providers Performing Services on Our Behalf.** We share information, including Personal Information, with our service providers to perform the functions for which we engage them (such as hosting and data analyses).

**For Legal Purposes.** We may share information that we collect from users, as needed, to enforce our rights, protect our property or protect the rights of others, or as needed to support external auditing, compliance and corporate governance functions. We will disclose Personal Information as we deem necessary to respond to a subpoena, regulation, binding order of a data protection agency, legal process, governmental request or other legal or regulatory process. We may also share Personal Information as required to pursue available remedies or limit damages we may sustain.

**In Aggregated Form.** We may share Personal Information about you in an aggregated form—that is, in a statistical or summary form that does not include any personal identifiers—with third parties in order to discover and reveal trends about how users like you interact with our Site.

**During Corporate Changes.** We may transfer information, including your Personal Information, in connection with a merger, sale, acquisition or other change of ownership or control. Should one of these events occur, we will use reasonable efforts to notify users before their information is transferred or becomes subject to a different privacy policy.

### **We do not sell your data.**

No personal information, mobile number, or messaging consent information will be shared with third parties or affiliates for marketing or promotional purposes.

### Your Rights

If you have questions regarding this Policy, would like to obtain a copy of the personal information collected from you, or would like to have your personal information removed from our database, please send us an email using the contact link on the Site.

### Links to Third-Party Websites

As a resource to you, the Site may contain links to third-party websites (“Third-Party Site”) with which we have no affiliation. A link to any Third-Party Site does not mean that we endorse it or the quality or accuracy of information presented on it. If you decide to visit a Third-Party Site, you are subject to its privacy policy and practices and not this Policy. We encourage you to carefully review the legal and privacy notices of all other digital websites you visit.

### Website is Not Child-Directed

**The Site is intended for a general audience and is not directed at children. We do not intentionally collect information about children under the age of eighteen. If**

**you are under eighteen, please do not give us any personal information, even if prompted to do so by the Site.**

Personal Information is Processed in the United States (“US”)

**Please be aware the Site is hosted in the US and any personal information collected about EU visitors through the Site is processed in the US by us or by a party acting on our behalf. When you provide personal information to us through the Site, you consent to the processing of your data in the US.**

#### Policy Changes

We may revise this Policy at any time without notice by updating this posting. By using this Site, you agree to be bound by any such revisions and should therefore visit this posting periodically to determine the current privacy policy.

For Administrative Use Only	
Review Committee	9/4/2019, 8/30/2024
Previous Revisions	
BOD Approval	9/12/2019