**Mud Lake Telephone Cooperative**

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| **Policy Name: Broadband Privacy Policy** | **Department(s): Technology Service Line** |
| **Adoption Date: 10/1/2024** | **Revision Number & Date: v.1 – 10/1/24** |
| **References (laws, contracts, codes, policies, other): Privacy Act of 1974, Children’s Online Privacy Protection Act (COPPA), Federal Trade Commission (FTC) Act, Communications Act of 1934, Telecommunications Act of 1996, Idaho Data Breach Notification Law, Idaho Unfair Trade Practices Act, Idaho Computer Crime Act** | |
| **Relevant forms:** | |
| **Relevant procedures: Subscriber Management and Provisioning** | |

**Introduction**

This Broadband Privacy Policy outlines how Mud Lake Telephone collects, uses, shares, and protest personal information related to our broadband services. We are committed to safeguarding your privacy and ensuring compliance with FCC guidelines.

**Information Mud Lake Telephone May Collect**

* Personal Information:
  + Name
  + Address
  + Email address
  + Telephone number
* Usage Data:
  + Browsing history
  + Connection logs
  + Device information
* Network Information:
  + IP address
  + Device type

**How Mud Lake Telephone Uses Your Information**

* To provide and maintain our broadband services
* To communicate with you regarding your account and services
* To improve our services and customer experience
* To comply with legal obligations

**Sharing Your Information**

Mud Lake Telephone does not sell your personal information. We may share your information in the following circumstances:

* With Service Providers: Trusted third parties who assist us in operating our services.
* For Legal Compliance: To comply with applicable laws, regulations, or legal requests.

**Your Privacy Rights**

You have the right to:

* Access and obtain a copy of your personal information.
* Request correction of any inaccurate or incomplete data.
* Request deletion of your personal information, subject to legal exceptions.
* Opt-out of promotional communications.

**Data Security**

We implement reasonable security measures to protect your information from unauthorized access, use, or disclosure. However, no method of transmission over the internet is completely secure.

**Children’s Privacy**

Our services are not intended for children under the age of 13. We do not knowingly collect personal information from children.

**Contact Us**

If you have any questions or concerns about this policy, please contact us at:

* Email: [MLTCooperative@mudlake.nus](mailto:MLTCooperative@mudlake.nus)
* Phone: (208) 374-5401
* Address: 59 W. Main St.

PO Box 235

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