

LHTC Broadband Privacy Policy

As a LHTC Broadband customer, you are entitled under federal law to this statement about our collection, use and disclosure of certain information about you.

Business Records

So that we may provide reliable, high-quality service and maintain adequate records, we keep regular business records that contain your name, address, telephone numbers, other relevant billing information and other personally identifiable information. Such records include billing, payment, deposit, complaint and service information and other information you have furnished to us, such as equipment specifications and the service options you have chosen. We may also collect and maintain information about you that enables us to provide a more personalized online experience. By using LHTC Broadband, you consent to our collection of this information. We use the above-described information to sell, maintain, disconnect and reconnect services; to make sure that you are being billed properly for the services you receive; and to maintain financial accounting, tax, service and equipment records.

We consider information we keep to be confidential. We may collect personally identifiable information from you and disclose it to a third party, if disclosure is necessary to render data services and other services we provide to you and to conduct related business activities. In that regard, we may make your records available routinely to our employees, agents and contractors, marketers, and audit services; to a mailing service to send information about other LHTC Broadband products and services that complement LHTC Broadband; to outside auditors to check our records; to attorneys and accountants as necessary to render service to us; to collection services if required to collect past due bills; and to one or more third parties if necessary to render a service to you or to conduct a legitimate business activity related to such service. The frequency of disclosure varies according to business needs. We also may electronically test the system from time to time to determine whether you are being billed properly for the services you are receiving. Furthermore, LHTC Broadband may disclose personal information about you and/or your account at our sole discretion in order to comply with the Electronic Communications Privacy Act, the Digital Millennium Copyright Act, the Patriot Act, or any other laws, to enforce our Acceptable Use Policy, to protect the integrity of LHTC Broadband's operations, to protect our customers or to prevent a crime. You expressly grant LHTC Broadband permission to disclose personal information in response to:

1. a subpoena issued in a civil or criminal investigation or in litigation;
2. a civil investigative demand issued by a government entity; or
3. a court order.

LHTC Broadband may disclose personally identifiable information to law enforcement agencies when expressly required to do so by law.

We will maintain information about you as long as we provide service to you and for a longer time if we deem it necessary (in our sole discretion) for our business purposes. When we decide that information is no longer necessary for our purposes, we may periodically destroy the information unless there is a legitimate request or order to inspect the information still outstanding. You have the right to inspect our records that contain information about you and to correct any errors. If you wish to inspect such records, please contact Customer Service to set up an appointment during regular business hours at our offices. Your inspection of records is limited to records containing information about you; you are not entitled to inspect records containing information about other customers, and you are not entitled to access our billing system.

We will take reasonable precautions to prevent unauthorized access to the information. LHTC Broadband strives to honor the confidentiality of our customers. We want you to have confidence in your use of our services.

From time to time, LHTC Broadband may take customer surveys. We may contact you as part of a customer survey. Participation in customer surveys is purely voluntary, but we welcome and encourage you to respond to these surveys. Personal information gained in these responses will be held in confidence.

When you use LHTC Broadband, we may gather technical data. We use the technical data to ensure reliable delivery and to assist in problem solving.

Some third parties might acquire information about you when you use or visit their websites or services via LHTC Broadband. LHTC Broadband does not undertake to monitor and may not be capable of monitoring the collection, use or disclosure of such information.

We are committed to complying with the Children's Online Privacy Protection Act. Accordingly, if you are under the age of 13, you are not authorized to provide us with personally identifying information, and we will not use any such information in our database collection activities. We appreciate your cooperation with this federally mandated requirement.

If you have any questions concerning this Privacy Policy, you may contact our local business offices at:

Laurel Highlands Area: 724-593-2411 or 724-455-2411
Lackawaxen Area: 570-685-7111
South Canaan Area: 570-937-4114
Yukon Area: 724-722-3131

Revisions to the Privacy Policy

LHTC Broadband reserves the right to update or modify this Privacy Policy at any time upon thirty (30) days prior written notice. Notice of modifications to this Privacy Policy may be given by posting such changes to LHTC Broadband's website at (www.lhtcbroadband.com), by electronic mail or by postal mail.