

# **Cumberland Electric Membership Corporation & Cumberland Connect Privacy Policy**

Cumberland Electric Membership Corporation (CEMC) provides energy to five counties in northern middle Tennessee. Cumberland Connect is a wholly owned nonprofit subsidiary of CEMC, and, together with CEMC, is constructing a network offering high-speed Internet, phone and TV service.

This Privacy Policy contains important information on how we use, maintain and disclose personal information collected about you on this website and webpages owned and operated by CEMC and Cumberland Connect as well as the services provided on our website through the customer portal for residential and business customers. By accessing this website or providing information to us through this website, including our customer portal, you accept the terms of this Privacy Policy.

## **How we collect and use your personal information**

CEMC and Cumberland Connect collect certain information from you when you request information about services, establish an account, request information, or ask to be included in an email or other contact list. Through our website and customer portal, you may provide us with certain personal information in order to set up an account, contact us, request information, access information or subscribe to services. This information may include your first and last name, phone number, email address, mailing, service or other physical address, payment information, and other information needed to provide you with the information or services you are requesting. You may enter this information through our contact us form or through our customer portal, SmartHub, which is operated by a third party, the National Information Solutions Cooperative (NISC). We are not responsible for the privacy practices of NISC or other third parties, even those that have websites linked to or from our website. We encourage you to review their respective privacy policies.

When you browse our website, you do so anonymously. As with most websites, our website collects certain information automatically, such as the internet domain from which you access our websites, IP address, the type of browser and operating system you use, the date and time of access, pages visited, and the address of the website from which you linked to our website. Like many websites, our website uses cookies to collect information about how you use the website and to assist us in improving our website by understanding how it is used by customers. We do not link this automatically collected data to any personal information. Please see below for more information about our cookies and tracking policy.

We may use the information we collect about you through our website to administer your account, improve services, correspond with you, particularly when you submit an inquiry, or sign up to receive products or services, or other communications and updates from us; to maintain the security and integrity of our website; products and services; to administer, review and improve our website, products or services; or, should you become a customer, for purposes permitted by your agreements with us, if any, to enable us to provide you with certain products or services. Some of these services are provided by third-party vendors, such as our billing service provider. We will not share or sell your personal information with third parties, other than to our subsidiaries or vendors, including payment processors, content providers, our customer portal host, others who perform similar functions on our behalf. In no event will CEMC or Cumberland Connect rent, sell or lease your personal information to third parties.

We might disclose your personal information when such disclosure is required or authorized by law through legal process, or when pertinent to judicial or governmental investigations or proceedings, to protect our legal rights, or to defend and protect the rights of others; in connection with a sale, purchase, merger, reorganization, liquidation or dissolution involving CEMC or Cumberland Connect; and when necessary to respond to an emergency, which includes protecting your safety or the safety of others.

## **Children**

We are committed to protecting the privacy of children. We do not knowingly attempt to solicit or receive information from children under the age of 13, nor send them requests for personal information.

## **Cookies and Tracking Technology**

Like many other websites, we use standard technology such as cookies, web beacons, and pixels (collectively, called "cookies" herein) to collect information about how you use our website. A cookie is a small data file that may be sent to your computer when you visit our website. A cookie is used to identify you when you use our website or return to our website. We use cookies to better serve our website users and help us improve your experience on our website. We may use session and persistent cookies—a session cookie enables certain features on our website, but is deleted from your computer when you end your browsing session, whereas a persistent cookie remains on your computer after you close your browser, and may be used by your browser on subsequent visits to our website.

Most web browsers allow you to control cookies through their settings tab. You may also have the option to delete most cookies. By changing the settings of your browser, you may be able to effectively refuse or delete cookies, but that may affect the display function of certain features on our Website.

**Do Not Track:** We do not track visitors to our website over time and across third party websites to provide targeted advertising and therefore do not respond to "Do Not Track" signals. With respect to third party tracking from other websites, our services are not currently configured to respond to browsers "Do Not Track" signals, as no formal "Do Not Track" standard has been adopted. If you would like to learn more information about "Do Not Track," click here, <https://allaboutdnt.com/>.

## **How we protect your information**

We make reasonable efforts to maintain the security of our servers and computer networks in order to help prevent the loss, misuse, and modification of the personal information we collect on our website. We protect the security of your personal information by using specialized software during the service application process, enrollment, or when you pay for services via our customer portal. We also maintain reasonable administrative, technical, and physical safeguards to protect the personal information in our possession. We have established security protocols to ensure that we are doing our part to protect against any anticipated threats or hazards to the security and integrity of our systems. Even though we take reasonable steps to maintain information security, and expect our vendors to do the same, we cannot guarantee the security of personal information.

We also encourage our customers to do their part in protecting their personal and sensitive information, including being responsible for maintaining the confidentiality of their account login information and other passwords.

### **Changes and updates to this Privacy Policy**

We will change and update this Privacy Policy from time to time. When we do, the Privacy Policy version date, at the top of this page, will be updated to reflect that revision. We encourage you to periodically re-read this Privacy Policy to see if any changes could affect you.

### **Questions, concerns or complaints**

If you have any questions about this Privacy Policy, you can reach us by sending an email to [dmaloney@cemc.org](mailto:dmaloney@cemc.org) or by regular mail to 1940 Madison St. Clarksville TN, 37043.