

Mendocino Community Network Privacy Policy

The Mendocino Community Network (MCN) is dedicated to building a long-term, trusted relationship with its customers that includes protection of the privacy and security of information provided to MCN by its customers. Personally identifiable information will only be collected voluntarily with the permission of each customer. Such information consists of name, address, telephone number, email address, credit card and/or bank information, and password. This information is commonly gathered when taking orders from prospective or existing customers. MCN will not release this information except in conformity with this Privacy Policy.

MCN will internally use such information only for these purposes:

- Billing for MCN services
- Ordering services requested by customers
- Resolving anticipated problems with service
- Informing customers of new or enhanced MCN products and services

Any marketing of new services or products by MCN will be by MCN itself and will not involve disclosure of information to third parties who might wish to market such services or products themselves.

PREQUALIFICATION AND SERVICE QUOTES: In some cases, a potential customer may be required to provide a prequalification or inquiry form to receive certain information related to MCN products. The potential customer may be asked to give specific information such as name and e-mail address, mailing address, location or phone number. The IP address of a web inquiry may also be recorded. This information is used to process the request and respond to the potential customer regarding services offered by MCN.

ORDERING: When taking orders, MCN will request certain information from a customer to complete an order. The customer's information may include name, address, telephone number, e-mail address, payment information and other information as may be needed by MCN during the ordering process. MCN will not share this information with unaffiliated entities other than those needing the information in order for MCN to provide its Services.

SECURITY: When customers are asked to enter certain sensitive information (such as a credit card number), that information is encrypted and is protected through a Secure Socket Layer (SSL). SSL negotiates and employs the essential functions of mutual authentication, data encryption and data integrity for secure transactions. While on a secure page, such as an order form, the lock icon on the bottom of web browsers such as Safari, Microsoft Internet Explorer® and Firefox® becomes locked, as opposed to unlocked, or open, when you are viewing other web sites. Any credit card information electronically stored on site or transmitted to a credit card

merchant authority by MCN is encrypted.

COOKIES: MCN uses cookies when an end user visits our web page. A "cookie" is a piece of information that is sent from the MCN web server to the browser of someone visiting our website and is stored on the visitor's hard drive. The cookie stores information that allows a visitor to navigate the MCN web site efficiently. Visitors may choose to disable cookies by changing their browser settings; however, they may not be able to access some of the information on our web sites.

LINKS: MCN web sites contain links to other web sites. MCN is not responsible for the privacy practices of these web sites. We encourage our visitors and customers to read the privacy policy of each web site they visit. This Privacy Policy applies solely to information collected on MCN web sites.

PARTNERSHIP WITH THIRD PARTIES: MCN partners with the following companies for the following services. If you choose to purchase these products and/or services, MCN must release some personally identifiable information to these companies. The privacy policy of these companies is not under MCN's control and may differ from MCN's privacy policy.

- AT&T and Sonic.net to provide DSL services
- AT&T to provide ISDN services
- TuCows/OpenSRS to provide domain name registration services, SSL secure website certificates, goMobi websites, and web tools websites.
- O1 Communications to provide managed modem dialup services.
- TelePacific Communications to provide T-1 services and toll free numbers
- Propel to provide dialup acceleration.
- Magic Mail to provide spam and virus filtering for all e-mail messages sent to e-mail addresses under our control.
- IPPay to provide credit card processing services.
- Sonic Telecom to provide voice service for Fusion customers.

The MCN Business Manager may add or remove vendors and services from this list and will notify the Mendocino Unified School District Superintendent and our customers of any such changes.

RESPONSES TO EMAIL INQUIRIES: When email inquiries are made to MCN, the return email address is used to answer the email inquiry we receive. MCN does not use the return email address for any other purpose and does not share the return email address with any third party without customer consent.

SPECIAL CASES: It is MCN's policy not to use or share the personal information about visitors or customers in ways unrelated to the ones described above without also providing customers an opportunity to opt out or otherwise prohibit such unrelated uses. However, MCN may disclose personal information about visitors or customers, or information regarding use of the services or web sites accessible through our services, for any reason if, in our sole discretion, we believe that it is reasonable to do so to satisfy laws, such as the Electronic Communications Privacy Act, state and federal regulations, or governmental or legal requests for such information; to disclose information that is necessary to identify, contact, or bring legal action against someone who may be violating the MCN Acceptable Use Policy or other MCN policies; to operate the services properly; or to protect MCN and our customers.

CORRECTION/UPDATING PERSONAL INFORMATION: If a customer needs to update or change personal identification information, MCN will help the customer to correct, update or remove personal data provided to MCN. The customer may call MCN at (707) 937-1444 or (800)796-3896 to do so or send e-mail to billing@mcn.org. Customers should never send passwords or credit cards to us via e-mail. Credit card information on customer billing records is removed when accounts are closed. However, the information is retained in encrypted form in payment records.

EMAIL CONTENTS: MCN will not read or disclose to third parties private email communications that are transmitted using MCN services without customer permission, except as required to operate the service, protect the network, to control spam and viruses, or to satisfy laws, such as the Electronic Communications Privacy Act, state and federal regulations, or governmental or legal requests for such information as otherwise authorized by law. Please note that all e-mail for accounts hosted at MCN are transferred first to Magic Mail for examination for spam content and viruses before delivery to MCN mail servers.

EFFECTIVE DATE: This privacy policy is effective as of December 16, 2010 and replaces the previous MCN Privacy Policy approved by the Mendocino Unified School District Board of Trustees on January 22, 2004.

NOTIFICATION OF CHANGES: Any changes to MCN Privacy Policy will be posted on the MCN web site (<http://www.mcn.org>) so customers/visitors are informed. MCN will e-mail all active customers.

QUESTIONS: Any questions or comments regarding privacy should be sent to manager@mcn.org or mailed to:

MCN
P.O. Box 2445
Mendocino, CA 95460