



## PRIVACY POLICY

Please review this Privacy Policy to better understand how Celito Communications, LLC (“celito”) collects information, how that information is used, and your options as to the collection and use of information. This Privacy Policy is applicable to celito’s clients and to website visitors.

By using celito’s services, you agree with our Privacy Policy and our practices and procedures contained herein regarding the collection and sharing of your information. celito reserves the right to change, modify or update this Privacy Policy at any time without notice.

### Information Collection

Whether you are communicating with celito or using one of our services, celito may collect two types of information: personal information and non-personal information. “Personal information” refers to information that is particular to you, such as, your name, address, phone number, and e-mail address. “Non-personal information” refers to information that does not by itself identify a specific individual. This information includes websites visited, network traffic data, services and features used or call record details.

celito may collect information from you through communications such as via the web, or by phone, job applications, email or mail delivery, or through the services provided to you as our client.

You may visit our website without divulging any personal information; however, there are areas of our site that might require personal information in order to contact celito directly, for example, when opening a support ticket.

Information may be collected in the following ways when you are browsing our website:

- IP addresses may be collected for the purposes of system administration, to gather broad demographic information, and to monitor the level of activity on our site.
- Information may be collected regarding the referring website, which browser you used to come to our site, and the pages of our site that you viewed during your visit and any search terms entered on our site.
- Emails or web forms may be sent by the client and celito may retain the information
- Chat sessions, availability inquiries and other requests for information may be retained

### Our Services

celito monitors its networks and take measurements of network performance to improve overall service levels. During communications with celito for support, we may also access information about your customer premise equipment such as computers and firewalls to provide specific technical support or to install applications or services.

celito reserves the right to access broadband traffic and call records from individual accounts for the purposes of general maintenance and management of the network, as well as upon request by law enforcement officials.

#### Use of Information

celito uses your information in connection with delivering its services to you. celito also may use the information supplied in order to personalize portions of your service. celito may use personal information it collects to provide you with information that you have requested. In addition, we may use the non-personal information we collect to provide you with a better service experience in the future.

celito will never willfully disclose individually identifiable information about its customers to a third party without first receiving that customer's permission unless celito believes in good faith that the law requires it, or to protect the rights or property of celito.

#### Protection of Information

celito takes reasonable precautions to protect your personal information against unauthorized access by requiring employees to use secured access authentication and passwords to obtain customer information and by storing electronic file information on a secure server, which is accessible only by authorized personnel.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure and we will not be held liable should a third party illegally obtain your personal information. While we have made significant efforts to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk.

#### Consent

By using celito services, you agree to this Privacy Policy and our practices regarding the collection and use of your information. If you have any questions or concerns, please email us at [legal@celito.net](mailto:legal@celito.net).