

# Privacy Policy

Sarver Wireless respects your privacy and the privacy of your family and friends. Sarver Wireless is committed to protecting the personal information that you and they share with us. By using our website (the "Website"), you agree that your use of the Web site is governed by this privacy policy and our Terms of Service. This privacy policy shall also apply to your access to our Web site through mobile devices, tablets and through our apps, and your other interactions with us. From time to time, we may update this privacy policy. We encourage you to periodically check this Web site for updates. The most recent version of this privacy policy is reflected by the date located at the bottom of this privacy policy. Your continued use of our Web site affirms your agreement to such changes.

Generally, you can browse through our Web site without giving us any information about yourself or your family members. When we do need personal information to provide services that you request or when you choose to provide us with personal information, this privacy policy describes how we collect and use such personal information.

## **Disclaimer of endorsement**

References in this Web site to any third-party products, services, processes, hypertext links to third parties or other information by trade name, trademark, manufacturer, supplier or otherwise do not necessarily constitute or imply their endorsement, sponsorship or recommendation by Sarver Wireless. Links to other sites online are provided for your convenience in locating information and services, and these sites are maintained by other organizations over which Sarver Wireless exercises no control. Sarver Wireless expressly disclaims any

responsibility for the content, accuracy of the information and/or quality of the products or services provided by or advertised on these third-party web sites.

## **Information Collection**

Sarver Wireless may collect personal and non-personal information from customers based upon our business relationship and the nature of the products and services we provide. Information collected may include but is not limited to account information (name, address, and telephone numbers), financial information relating to any products and/or services that you purchase from Sarver Wireless (credit card information, security code and billing address), telephone numbers you call and that have called you and your service history, social security number, date of birth, amongst other information. Sarver Wireless also collects and maintains technical information about the equipment you use with our service including serial numbers, SIM card numbers, etc.

Sarver Wireless also may collect information that is not customer identifiable. This information includes but is not limited to; the type of Internet browser you are using, the type of operating system you have configured on your computer, and the domain name of the website and/or Internet Service Provider from which you are linked to our website. Sarver Wireless primarily uses this information for market research and optimizing its systems in order to deliver the best customer experience possible.

Sarver Wireless may collect and use customer identifiable information for various purposes, including but not limited to, billing purposes, to provide or change service, to anticipate and resolve problems with your service, or to inform you of products and services that better meet your needs. This means that Sarver Wireless may use your customer identifiable information in conjunction with information available from

other sources, to market new services that may be of interest to you. When Sarver Wireless uses third parties to perform services on its behalf, such as marketing, fulfillment services and shipping to customers, Sarver Wireless will request that such third parties protect your customer identifiable information consistently with this privacy policy. Sarver Wireless will not, however, disclose your customer identifiable information to third parties who want to market products to you without your express, written or equivalent electronic consent. Sarver Wireless will not sell, trade, or disclose to third parties any customer identifiable information derived from the registration for, or use of, a Sarver Wireless product or service – including customer names and addresses – without the consent of the customer.

Sarver Wireless may collect and use customer identifiable information for various purposes, including but not limited to, billing purposes, to provide or change service, to anticipate and resolve problems with your service, or to inform you of products and services that better meet your needs. This means that Sarver Wireless may use your customer identifiable information in conjunction with information available from other sources, to market new services that may be of interest to you. When Sarver Wireless uses third parties to perform services on its behalf, such as marketing, fulfillment services and shipping to customers, Sarver Wireless will request that such third parties protect your customer identifiable information consistently with this privacy policy. Sarver Wireless will not, however, disclose your customer identifiable information to third parties who want to market products to you without your express, written or equivalent electronic consent. Sarver Wireless will not sell, trade, or disclose to third parties any customer identifiable information derived from the registration for, or use of, a Sarver Wireless product or service – including customer names and addresses – without the consent of the customer.

Sarver Wireless may, however, use and/or disclose customer identifiable information to a third party:

- to investigate and help prevent potential fraud, other unlawful activity or activity that threatens the network;
- as required by law, such as to comply with a subpoena, or similar legal process;
- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- to any other third party with your written consent to do so;
- If Sarver Wireless is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via a prominent notice on our Website of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

Sarver Wireless will retain your information only as long as needed for business, tax and/or legal purposes. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes and enforce our agreements. We will destroy your information once it is no longer needed.

Non Personally Identifiable Information

## **Children**

Sarver Wireless websites are not structured to attract children under the age of 13. Sarver Wireless believes there is no information on its websites which are inappropriate or objectionable for viewing by children. Sarver Wireless does not knowingly, directly or passively collect information from children under the age of 13. Ordering online products and services from Sarver Wireless is limited to adults (ages 18+). Of course, wireless devices and services purchased for family use may be used by minors

without the knowledge of Sarver Wireless. If that happens, any information collected from the usage will appear to be the personal information of the actual adult subscriber and treated as such under this Policy.

Note: Sarver Wireless does not have access to the content of private email communications and text messages that are transmitted using Sarver Wireless services

## **Declining email offers**

Sarver Wireless may send customers email regarding promotional offers or other news if a customer grants us permission to do so and provides an email address. A customer has the right to choose not to receive Sarver Wireless email direct marketing communications by opting-out or unsubscribing. Upon such election, Sarver Wireless will not contact that customer directly with Sarver Wireless promotional messages, and will not use customer identifiable information obtained from that customer's registration to contact that customer with Sarver Wireless product or service messages.

## **Security**

Sarver Wireless has implemented technology and security features to safeguard the privacy of your customer identifiable information from unauthorized access or abuse. Sarver Wireless will continue to enhance its security measures as new technology becomes readily available. However, Sarver Wireless cannot guarantee 100% security as a matter of policy. Please contact Sarver Wireless with further questions or concerns regarding the security of the website.

## **Cookies**

When you visit the Sarver Wireless website, we may store information on your computer that allows us to identify you immediately. This process is often referred to as “cookie” technology. Our website makes limited use of cookies in an effort to improve our level of service to our website visitors.

## **Other Websites**

Sarver Wireless’s websites may contain links to other websites that are not owned or controlled by Sarver Wireless. Any personal information collected by such third party websites is not governed by this Privacy Policy. We recommend that you examine the privacy policies of such third party websites prior to submitting any personal information.

In some instances, our website content is also featured on other websites with differing or non-existent privacy policies. These websites may collect personal information from website visitors that may or may not be used in conjunction with our website information. Prior to supplying personal information to any third party company linking to our website, please read and understand the privacy policy of such third party company.

## **Advertisements**

Advertisements may appear on pages throughout our website. Some advertisements may request information directly from our customers or take our customers to websites that may request personal information. Sarver Wireless has no control over its advertisers’ privacy policies, so please examine the privacy policy of any company advertising on our website prior to submitting any personal information.

## **Social Media**

Any information, communications, or material of any type or nature that you submit to our Web site (including, but not limited to any of our pages contained on a social media platform or web site such as Facebook, Twitter, and LinkedIn) by email, posting, messaging, uploading, downloading, or otherwise (collectively, a "Submission"), is done at your own risk and without any expectation of privacy. We cannot control the actions of other users of any social media platform or web site and we are therefore not responsible for any content or Submissions contained on such sites and platforms. By visiting any of our pages or web sites that are contained on a social media platform or web site, you are representing and warranting to us that you have reviewed the applicable privacy policy and terms of use of such platform or web site and that you will abide by all such provisions contained therein.

Additionally, in the event that we offer a message board or any other interactive or social-type feature on a website administered directly by us, please be aware that these areas may allow you to publicly post, and share with other users, certain messages, content, or other information (e.g., stories, pictures, ingredients, tips, etc.). The information you post can be collected and used by people you don't know. We cannot guarantee the privacy and safety of these areas and are therefore not responsible for any information you choose to post. Your use of these features is fully at your own risk.

## **Geolocation**

You may opt-out of location-based services at any time by editing the location services setting at the device level.

## **Policy Changes**

Sarver Wireless reserves the right to change its privacy policy by publishing new terms on its website at any time. Your continued access

and use of our websites constitutes your acknowledgment and acceptance of such amended policy. This privacy policy does not create any legal right for you or any third parties.

Please direct any questions or comments regarding this privacy policy to customer service.