

Website & Internet Services Privacy Policy

Effective date: October 22, 2026 | Website: mtcconnects.com

PRIVACY AT A GLANCE

We collect details you provide, basic website and device information, and information needed to respond to service inquiries. When you ask, we may route an inquiry to a connectivity provider. This policy explains those practices; it does not by itself give permission for marketing calls or texts.

1. Who this policy covers

This policy describes how MTC CONNECT ("MTC CONNECT," "we," or "us") handles personal information through mtcconnects.com and when you contact us about internet, wireless, entertainment, security, or business connectivity options. It applies to information collected by MTC CONNECT, not the separate websites, apps, or systems operated by a service provider.

MTC CONNECT is an authorized retail and referral partner that helps customers explore services from third-party providers. We do not provide internet service ourselves and do not control a provider's eligibility decisions, account systems, billing, service delivery, or privacy practices. When you submit information directly to a provider, that provider's privacy notice applies. If we send an inquiry to a provider at your direction, the provider may use that information under its own privacy notice and contact you about the inquiry.

This policy describes privacy practices; it is not, by itself, consent to receive marketing calls or texts from MTC CONNECT or a provider. Any consent required for a particular communication is requested separately at the point of collection. Where the law requires it, marketing consent is optional and is not a condition of purchasing a service.

2. Information we collect

The information we collect depends on how you interact with us and which website tools are enabled. It may include:

- **Contact and service inquiry information:** name, email address, telephone number, service address, provider or service interests, contact preferences, and information you include in a message or inquiry.
- **Eligibility or application information:** if you choose to provide it while asking for help with a provider request, this may include date of birth or other details the provider requires. Please do not send a Social Security number, payment-card information, account password, or similar sensitive information through a general website message. Use a provider-authorized secure process when one is provided.
- **Technical and usage information:** IP address, browser and device details, pages viewed, referring page, approximate location, timestamps, site interactions, cookie identifiers, and similar log data collected by the website platform or enabled tools.
- **Referral or provider information:** when you ask us to help with a provider inquiry, we may receive information needed to respond, such as the provider selected, an availability result, or the status of the referral. This information may come from you, the provider, or an authorized service partner involved in the referral.

These categories may come directly from you, automatically from your browser or device, or from a provider or authorized partner when they respond to a request you asked us to make. Where California law requires a notice at collection, the categories and purposes described here are provided at or before collection, with a link to this policy.

3. How we use information

We may use the information above to:

- Respond to questions, requests, and follow-up you ask us to provide.
- Help identify provider options and route a request to the provider you select.
- Communicate about your inquiry, service options, or next steps, consistent with your preferences and applicable consent requirements.
- Operate, secure, troubleshoot, and improve the website and our customer-support processes.
- Measure website activity or advertising performance through analytics or similar tools when those tools are enabled.
- Comply with law, protect the rights and safety of people and businesses, and establish or defend legal claims.

4. When we disclose information

We disclose personal information only as needed for the purposes described in this policy, including to:

- **The provider you ask about:** to respond to your request, check service availability, or help with a referral or enrollment. After a provider receives your information, its own privacy policy governs its use of that information.
- **Service vendors:** companies that support website hosting, communications, customer management, analytics, advertising measurement, security, or other business operations. They may use information to perform services for us, subject to their role and applicable agreements.
- **Our sales representatives or authorized business partners:** when they are helping us respond to your request or connect you with a provider.
- **Legal or business recipients:** law enforcement, regulators, courts, or other parties when required or permitted by law, or in connection with a business transfer, fraud prevention, or protection of rights and safety.

We do not control the privacy practices of independent service providers or other third parties. Review their privacy notices before giving them information or completing an enrollment.

5. Cookies, analytics, and California online tracking disclosures

The website platform and third-party tools enabled on the site may use cookies, pixels, local storage, or similar technologies for site functions, security, traffic measurement, analytics, or advertising measurement. Depending on the tools enabled and their settings, MTC CONNECT or vendors may receive IP address, browser and device details, online identifiers, approximate location, referring page, pages visited, and site interactions. Third-party tools may collect information about your activity over time and across websites or online services, subject to those vendors' own settings and privacy practices.

You can manage cookies through browser settings, although blocking some cookies may affect site features. This website does not currently treat browser "Do Not Track" signals as a universal opt-out because tools may not recognize them consistently. We will describe any change in our response to those signals in an updated policy. Where applicable law requires us to honor an opt-out preference signal such as Global Privacy Control (GPC), we will process it as required.

California law may treat certain disclosures of online identifiers or browsing activity to advertising partners as "sharing" for cross-context behavioral advertising, even when no money changes hands. Whether a particular disclosure is a sale or sharing depends on the tools and arrangements in use. If MTC CONNECT is subject to the CCPA/CPRA and engages in sale or sharing, use the clearly labeled "Your Privacy Choices" or "Do Not Sell or Share My Personal Information" control on the website to opt out. We will honor qualifying opt-out preference signals as required. You may also contact us using Section 10.

6. Data retention and security

We keep personal information only for as long as reasonably necessary for the purposes described in this policy, including responding to a request, maintaining business records, resolving disputes, meeting legal obligations, and protecting the website. The period depends on the type of information and why it was collected.

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No website, transmission, or storage system can be guaranteed to be completely secure.

7. California privacy requests

California residents may have rights under the California Consumer Privacy Act, as amended by the California Privacy Rights Act (CCPA/CPRA), when that law applies to the business and the information. Depending on the law and the circumstances, these rights may include:

- Request to know the categories or specific pieces of personal information collected, its sources, the purposes for collection and use, and the categories of recipients, and request a copy where applicable.
- Request correction of inaccurate personal information or deletion of personal information, subject to legal exceptions.
- Opt out of the sale or sharing of personal information, if applicable.
- Limit certain uses or disclosures of sensitive personal information, if applicable.
- Receive equal service and price for exercising a privacy right, as required by law.

To submit a privacy request, email info@mtcconnects.com or call (909) 909-6464. Use the subject line "Privacy Request" and describe your request. We may verify your identity using information reasonably related to your request. An authorized agent may submit a request where allowed by law; we may request proof of authorization. Do not include a full Social Security number, payment-card number, password, or other sensitive information in an email. If a privacy law requires additional designated methods, we will provide those methods on the website.

We will respond within the time required by applicable law. If we deny a request and applicable law provides an appeal right, you may appeal by replying with "Privacy Appeal" in the subject line. You may also contact the California Privacy Protection Agency or the California Attorney General.

8. Marketing communications and solicitation

We may contact you to respond to an inquiry or provide follow-up you requested. An inquiry or acceptance of this privacy policy is not, by itself, consent to receive automated or prerecorded marketing calls or texts. Where prior written consent is required, including for certain marketing calls or texts, we request that consent separately and identify the seller or provider covered by it. You may withdraw marketing text consent by replying STOP and may ask MTC CONNECT to stop calling by contacting us using Section 10. We honor applicable consent revocations and consumer do-not-call requests and follow applicable federal and California telemarketing requirements.

If we send commercial email, we use accurate sender and subject information, include a clear unsubscribe method and a valid physical postal address, and honor opt-out requests within the time required by law. We do not sell or transfer email addresses after an opt-out except as needed for a vendor to help honor that request. A provider that receives your inquiry is responsible for its own marketing practices and must follow the consent and opt-out rules that apply to its communications.

9. Children and third-party links

The website is intended for a general audience and is not directed to children under 13. We do not knowingly collect personal information online from children under 13. If you believe a child has provided information to us, contact us so we can review and address it.

The website may link to provider or other third-party websites. Those sites are operated independently and have their own privacy practices. This policy does not cover information you provide directly to them.

10. Changes and contact information

We may update this policy when our practices, website tools, or legal obligations change. The updated date at the top shows when the latest version was prepared. Material changes will be posted on the website where this policy is made available.

MTC CONNECT

Website: mtcconnects.com

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Phone: (909) 909-6464

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