

# Privacy Policy

Midwest Energy & Communications (“MEC,” “us,” “our,” or “we”) is committed to your privacy and the protection of personal information we collect. We have created this privacy policy to outline our practices for collecting, using, maintaining, and distributing your personal information in connection with your use of our CrowdFiber website (internet.teammidwest.com).

This policy applies only to information we collect internet.teammidwest.com. This site is powered by CrowdFiber, a third party that MEC has partnered with to collect and process internet service orders and interest. It does not apply to information we collect via any other MEC apps or websites, or to information that is collected by third parties as outlined below. These apps, websites, and third parties may have their own privacy policies, which we encourage you to review before providing them with information.

## Collection Practices

### Information You Provide

We collect and maintain any information you enter into MEC’s CrowdFiber website, including but not limited to your name, phone number, address, and email address. Your information may be shared among MEC staff and support services as necessary in order to respond to your requests, and we may use it to contact you regarding our products and services.

### Information We Collect Automatically

We have access to postal addresses based on our service territory. We do not have personally identifying information connected with the address (i.e. names and contact info of residents) until you provide your contact information.

MEC uses Google Analytics to understand how visitors interact with our website. This service provides non-personally identifiable data including but not limited to data on where visitors came from and what actions they took on the site. We use this information to improve your experience, respond to your requests, and modify the website. Some of the information may include:

- Date and time of access
- Pages visited
- Device type
- Web browser
- Geographic location

In addition, MEC uses cookies, web tags, and similar technologies to collect or receive information on our website and other digital platforms. This information is used for analytics, interest-based advertising, measuring advertising effectiveness, and troubleshooting.

## Use and Disclosure

MEC uses its CrowdFiber website to provide information to its customers, employees, and the general public. We use the information we collect from you to provide our services, prepare invoices and process payments, respond to your communications, and to inform you about our products and services including but not limited to special offers.

Personal information collected through the MEC website may be used from time to time by outside auditors, consultants, and others hired by MEC to assist in carrying out financial, management, and other activities. MEC directs recipients to agree to safeguard personal information, to use it only as authorized by MEC.

MEC could be required to disclose personal information in response to valid legal process, such as a search warrant, subpoena, or court order. Any record keeper faces this possibility. Disclosures may also be appropriate to protect MEC's legal rights or during emergencies if physical safety is believed to be at risk. MEC believes that these events are unlikely, but they are possible. MEC will take reasonable steps to limit the scope and consequences of any of these disclosures.

MEC does not sell, rent, or otherwise share lists of subscribers to online newsstand services or list servers.

## Maintenance and Security

MEC'S partner maintains the security of the Crowd Fiber website and its information with technical, administrative, and physical safeguards to protect us against loss, unauthorized access, destruction, misuse, modification, and improper disclosure

E-mail sent to MEC through this website or otherwise is not necessarily secure against interception. If your communication contains personal information that you consider sensitive, you may not want to use e-mail. Our website does use a Secure Socket Layer (SSL) encryption to protect communications. If your browser supports SSL, then you can share personal information with a high degree of confidence that the information cannot be intercepted and read.

This site may include links to non-affiliated external websites. Inclusion of links does not imply any endorsement of the material or information on other sites. Please review the privacy policy of each linked site, as we cannot be responsible for the privacy practices of other sites.

## Children Under 13

Our CrowdFiber website is not of interest to, and we do not knowingly collect information from, children 13 years and under. If we become aware of personal information provided to us by a child, we will delete this information from our records.

## Revisions to This Policy

This policy may be updated from time to time. If we change it in a material way, we will take appropriate steps to notify our CrowdFiber website's users. If you continue to use our website after such changes have been made, you are considered to have accepted the changes.

## Responsibility

The President & CEO shall be responsible for seeing that this policy is followed.

If you have any questions about this privacy policy, you may send an e-mail to mail to [info@teammidwest.com](mailto:info@teammidwest.com) or send regular mail to: Vice President of Customer Services and Marketing, Midwest Energy & Communications, 60590 Decatur Road, Cassopolis, MI 49031.

If you want to see or correct any information that you have submitted to MEC through our CrowdFiber website within the last 12 months, you can make a request to [info@teammidwest.com](mailto:info@teammidwest.com) or send regular mail to: Vice President of Member Services and Marketing, Midwest Energy & Communications, 60590 Decatur Road, Cassopolis, MI 49031.

If you want to see or correct information, you will be asked to provide sufficient proof of identity, such as a driver's license, passport, or other documentation.