**Talkie TV Privacy Notice**

In addition to the privacy provisions associated with your Talkie Internet service, the following privacy provisions apply to your Talkie TV service[[1]](#footnote-1):

**Customer Privacy**

**Personally identifiable subscriber information (“PII”); restrictions on access.** To provide Talkie TV service and other services, Talkie collects and maintains PII concerning customers. PII may include name, mailing address, phone number, email address, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints. Except as indicated below under **“Disclosure prohibited; exceptions”**, all PII is used for the normal business purpose of offering and providing Talkie TV service and other services to you. Only persons authorized by Talkie may access this information. Persons authorized to access PII include Talkie’s employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access PII on a regular basis and share Talkie’s obligation to protect your PII. Talkie maintains certain PII for as long as it provides service to a customer and for a commercially reasonable time thereafter. Other PII is periodically destroyed.

**Disclosure prohibited; exceptions.** Federal law prohibits the disclosure of your PII without your consent, except under the following circumstances:

1. **Business activities.** Talkie may disclose PII in order to conduct business activities related to providing cable service or other services.
2. **Unauthorized reception of cable service.** Talkie may disclose PII in order to detect unauthorized reception of its cable service.
3. **Court order.** Talkie must disclose PII without your consent as required by any court order. If Talkie is served with a court order requiring disclosure, it will promptly inform you before releasing any PII unless prohibited by law. You may then have an opportunity to contest the order.
4. **Law enforcement request.** Talkie may also disclose PII without your consent when requested by law enforcement under certain circumstances or otherwise pursuant to applicable law.

**Customer rights.** As a customer, you may review your PII that Talkie maintains by contacting us and making an appointment to meet at our office during normal business hours. Talkie will need a reasonable amount of time to collect the PII and remove any references to other customers. You may request correction of any errors in PII that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

1. Talkie TV service referenced in this Notice is its Internet Protocol Television (“IPTV”) Cable Service that is delivered over Talkie’s Cable System, as defined in Talkie’s franchise agreements with various franchise authorities. A “franchise authority” is a local or state government entity that grants cable television franchises within a specific geographic area. These authorities regulate how cable companies operate in the area, including issues like customer service, public access channels, and franchise fees. [↑](#footnote-ref-1)