

Privacy Policy

Suite Solutions

Effective Date: January 1, 2022

1. Introduction

At Suite Solutions ("we," "us," or "our"), we value your privacy and are committed to protecting the personal information we collect about our customers. This Privacy Policy explains how we collect, use, disclose, and protect your information, including Customer Proprietary Network Information (CPNI), in compliance with the Federal Communications Commission (FCC) regulations and applicable laws.

By using our TV, Internet, and VoIP services (collectively, the "Services"), you acknowledge and consent to the practices described in this Privacy Policy.

2. Information We Collect

We collect different types of information from our customers to provide and improve our Services. This includes:

a. Personal Information:

- Name
- Address
- Phone number
- Email address
- Payment information
- Service history and usage

b. Customer Proprietary Network Information (CPNI):

CPNI includes information related to the quantity, technical configuration, type, destination, location, and amount of use of our telecommunications services. It does not include subscriber list information, such as your name, address, or telephone number.

c. Non-Personal Information:

- IP address
- Device and browser information
- Cookies and tracking technologies
- Service usage data

3. How We Use Your Information

We use your information for the following purposes:

- To provide, manage, and improve our Services
- To process payments and billing

- To comply with legal and regulatory requirements
- To communicate with you regarding your account and service updates
- To market and offer new services (with your consent where required)
- To prevent fraud, unauthorized access, and other security threats

4. How We Share Your Information

Suite Solutions does not sell or rent your personal information. However, we may share your information in the following circumstances:

a. With Third-Party Service Providers:

We may share your information with trusted third-party vendors who assist us in providing Services, processing payments, and maintaining our systems. These providers are contractually required to keep your information confidential.

b. For Legal and Regulatory Compliance:

We may disclose your information when required by law, regulation, court order, or government request.

c. With Your Consent:

We will not share your CPNI with unaffiliated third parties for marketing purposes without your explicit consent.

d. Business Transfers:

In the event of a merger, acquisition, or sale of our business assets, your information may be transferred as part of the transaction.

5. Customer Proprietary Network Information (CPNI) Protection

Under FCC regulations, we have a duty to protect the confidentiality of CPNI. Suite Solutions implements strict safeguards to prevent unauthorized access, use, or disclosure of your CPNI. We do not share CPNI with third parties for marketing purposes without obtaining your affirmative consent.

Customer Rights Regarding CPNI:

- You have the right to approve or deny the use of your CPNI for marketing purposes.
- You may opt out of CPNI-based marketing at any time by contacting us at customerservice@suitesolutions.tv.
- We will verify your identity before discussing your CPNI or making any account changes.

6. Data Security Measures

We implement industry-standard security measures to protect your information, including:

- Encryption of sensitive data
- Firewalls and access controls
- Secure data storage and transmission
- Regular audits and monitoring of systems

Despite these measures, no data transmission over the internet can be guaranteed as 100% secure. Customers are encouraged to use strong passwords and report any suspicious activity related to their accounts.

7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance user experience, analyze site traffic, and personalize content. You can manage your cookie preferences through your browser settings.

8. Your Rights and Choices

As a customer, you have the following rights regarding your information:

- **Access and Correction:** You can request access to your personal data and update or correct inaccuracies.
- **Opt-Out of Marketing Communications:** You can unsubscribe from marketing emails at any time.
- **Restrict CPNI Usage:** You may restrict our use of your CPNI for marketing purposes.
- **Data Deletion Requests:** Subject to legal retention requirements, you may request that we delete certain information.

To exercise any of these rights, please contact us at customerservice@suitesolutions.tv.

9. Children's Privacy

Our Services are not intended for children under the age of 13, and we do not knowingly collect personal information from minors.

10. Retention of Information

We retain customer information only for as long as necessary to provide Services, comply with legal obligations, resolve disputes, and enforce our agreements.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with the revised effective date. We encourage you to review this policy periodically.

12. Contact Information

If you have any questions or concerns about this Privacy Policy or how your information is handled, please contact us at:

Suite Solutions

PO Box 2891

Toledo, OH 43606

Phone: 1-866-859-8686

Email: customerservice@suitesolutions.tv