



FIREFLY FIBER BROADBANDSM MOBILE APPLICATION PRIVACY POLICY

Introduction

Central Virginia Services, Inc. d.b.a. Firefly Fiber Broadband (“**Firefly**” or “**We**”) respect your privacy and are committed to protecting it through our compliance with this Firefly Mobile Application privacy policy (“Privacy Policy”). This Privacy Policy describes:

- The types of information we may collect or that you may provide when you install, register with, access, or use the Firefly Mobile Application (the “App”).
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Privacy Policy applies only to information we collect in this App and in email, text, and other electronic communications sent through or in connection with this App.

This Privacy Policy DOES NOT apply to information that:

- We collect offline or on any other Firefly apps or websites, including websites you may access through this App.
- You provide to or is collected by any third party.

Our websites and apps, and these other third parties, may have their own privacy policies, which we encourage you to read before providing information on or through them. Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, do not install, register with, or use the App. By installing, registering with, or using the App, you agree to this Privacy Policy. This Privacy Policy may change from time to time (see [Changes to Our Privacy Policy](#)). Your continued use of the App after we revise this Privacy Policy means you accept those changes, so please check the policy periodically for updates.

Children Under the Age of 16

The App is not intended for children under 16 years of age, and we do not knowingly collect personal information from children under 16. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at info@fireflyva.com.

Information We Collect and How We Collect It

We collect information from and about users of our App:

- Directly from you when you provide it to us.

- Automatically when you use the App.

Information You Provide to Us

When you download, register with, or use the App, we may ask you to provide information:

- By which you may be personally identified, such as name, email address, telephone number, or any other identifier by which you may be contacted online or offline (“personal information”)
- That is about you but individually does not identify you, such as your password, and your router’s MAC address and serial number.

This information includes:

- Information that you provide by filling in forms in the App. This includes information provided at the time of registering to use the App. We may also ask you for information when you report a problem with the App.
- Records and copies of your correspondence (including email addresses and phone numbers) if you contact us.

Information You Provide to Third Parties

You may provide personal or other information to Firefly and other third parties that may be displayed on the App through your use of the App. The provision of this information by you to these third parties may be subject to such third parties’ terms and conditions. Firefly does not assume and will not have any liability or responsibility to you or any other person or entity for such information.

How We Use Your Information

We use information that we collect about you, that you provide to us, including any personal information, to:

- Provide you with the App and its contents, and any other information, including any in-App notifications related to your use of the App.
- Fulfill any other purpose for which you provide it.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us.

We may also use information that we collect about you to contact you about goods and services offered by Firefly or other third parties that may be of interest to you by sending you emails or in-App notifications. If you do not want us to use your information in this way, please do not use the App and delete your account. If you agree to let us use your information in this way but do not wish to receive in-App notifications, you may adjust your push notification preferences in your account profile. For more information, see [Your Choices About Our Collection, Use, and Disclosure of Your Information](#).

Disclosure of Your Information

We may disclose personal information that we collect or you provide:

- To our subsidiaries and affiliates.
- To contractors, providers, and other third parties we use to support our business.

- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Firefly's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Firefly about our App users is among the assets transferred.
- To market our products or services to you.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce our rights arising from any contracts entered into between you and us, including the App EULA.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Firefly, our customers or others.

Your Choices About Our Collection, Use, and Disclosure of Your Information

This section describes the steps that you need to take in order to control the uses and disclosures of your information.

- **Information Required for the App.** The App collects limited personal information from you that is required in order for you to use the App. If you do not want us to have this personal information, please stop using the App and delete your account. We will delete information collected from you or provided by you through the App when you delete your account.
- **Disclosure of Your Information for Third-Party Advertising and Marketing.** If you do not want us to share your personal information with other affiliates for advertising and marketing purposes, please stop using the App and delete your account.

Accessing and Deleting Your Personal Information

You can review your personal information by logging into the App and visiting your account profile page. Personal information provided by you when you register with the App cannot be changed by you and we are unable to correct any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. If you wish to correct your personal information, please delete your user account and create a new account.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our App, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

The transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted through our App. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

Changes to Our Privacy Policy

We may update our privacy policy from time to time. If we make material changes to how we treat our users' personal information, we will post the new privacy policy on this page with a notice that the privacy policy has been updated and notify you by email to the email address specified in your account or through an in-App alert the first time you use the App after we make the change.

The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you and for periodically visiting this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at: info@fireflyva.com.