

Privacy Policy

Last updated: April 2024

Pilot respects your privacy and is committed to protecting it. Unlike many other ISPs, Pilot does not harvest or sell our customers' data when they use our services to connect to the Internet ("Services"). When customers use our Services, we collect only customers' anonymized, aggregated data to manage network traffic, and do not store that data longer than we need to. This network data is not used to identify a customers' online activities, monitor the websites they visit, or track the emails they send.

This policy describes the types of information Pilot may collect from you or that you may provide to us, and our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies to information Pilot collects:

- When using Pilot Services
- In email, text, and other electronic communications between you and Pilot
- Through Pilot's website (the "Website")

It does not apply to information we collect offline, outside of the Website and Services, or via other means.

Please read this 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, you may choose not to use our Website or Services. By accessing or using this Website or willingly providing Personal Information to Pilot, you agree to this Privacy Policy. This policy may change from time to time. Your continued use of this Website or our Services after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

1. Privacy of minors

Pilot does not intentionally gather Personal Information from visitors who are under the age of 13. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information to the extent reasonably practicable.

2. Types of data we collect

"Personal Information" means data that allows someone to identify or contact you, including, for example, your name, address, telephone number, e-mail address, as well as any other non-public information about you that is associated with or linked to any of this data. "Anonymous Data" means data that is not associated with or linked to your Personally Identifiable Information; Anonymous Data does not, by itself, permit the identification of individual persons. We collect Personally Identifiable Information and Anonymous Data, as described below.

Creation of Anonymous Data: We may create Anonymous Data records from Personally Identifiable Information by excluding information (such as your name) that make the data personally identifiable to you. We use this Anonymous Data to analyze request and usage patterns so that we may enhance the content of our Services and improve Website navigation. Pilot reserves the right to use Anonymous Data for any purpose and disclose Anonymous Data to third parties in its sole discretion.

We collect several types of information from and about users of our Website and services in connection with customer accounts, including information that is about you but individually does not identify you, such as IP address, your router's MAC address, company name, or account information; and/or about your internet connection, the equipment you use to access our Website and usage details.

Pilot may collect information:

- Directly from you when you provide it to or contact Pilot, via online surveys, forms, or other means
- Automatically as you navigate through the website. Information collected automatically may include usage details, IP addresses, and information collected through cookies
- From third parties (for example Google Analytics) to track and analyze data from our website; or from our business partners in relation to customer or prospective customer accounts

3. Use of your personal information

Pilot uses information that we collect about you or that you provide to us, including any personal information:

- To present our Website and its contents to you
- To provide you with information, products, or services that you request from us
- To facilitate the creation of and secure your Account on our network
- Identify you as a user in our system
- Provide improved administration of our Website and Services
- Provide the Services you request

- Improve the quality of experience when you interact with our Website and Services
- Send you e-mails to verify ownership of the e-mail address and provide security or support and maintenance advisories
- Respond to your inquiries related to employment opportunities or other requests
- To make telephone calls to you, from time to time, as a part of secondary fraud protection or to solicit your feedback
- To send newsletters, surveys, offers, and other promotional materials related to our Services and for other marketing purposes of Pilot
- In any other way we may describe when you provide the information
- For any other purpose with your consent

4. Disclosure of personal information

We may disclose aggregate and Anonymous Information without restriction.

We may disclose Personal Information we collect or you provide as described in this privacy policy:

- To our subsidiaries, joint ventures, or affiliates
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them
- 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 Pilot's assets
- To fulfill the purpose for which you provide it
- For any other purpose disclosed by us when you provide the information
- With your consent

Pilot may disclose Personal Information if it believes that such disclosure is necessary:

- To comply with any court order, law, legal investigation, or legal process, including to respond to any government or regulatory request, within the narrow scope of that request
- To enforce or apply our Terms of Service, Service Level Agreement, Acceptable Use Policy and other agreements and policies
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Pilot, our employees, our customers, or others

5. Third party websites

When you click on a link to any other website or location, you will leave our website and go to another site and another entity may collect Personal Information or Anonymous Data from you. We have no control over, do not review, and cannot be responsible for, outside websites or their

content or data collection. Please be aware that the terms of this Privacy Policy do not apply to outside websites or content, or to any collection of data after you click on links to such outside website.

6. Your choices regarding your personal information

We will periodically send you e-mails or SMS messages that directly promote the use of our Site or Services or relate to your use of the Services. When you receive these communications from us, you may indicate a preference to stop receiving further communications from us and you will have the opportunity to "opt-out" by following the unsubscribe instructions provided in the e-mail you receive or by contacting us directly.

Despite your indicated e-mail preferences, we may send you Service related communication.

Changes to Personal Information: You may change any of your Personal Information in your Account by editing your Account settings or by sending an e-mail to us. You may request deletion of your Personal Information by us, but please note that we may be required to keep this information and not delete it (or to keep this information for a certain time, in which case we will comply with your deletion request only after we have fulfilled such requirements). When we delete any information, it will be deleted from the active database, but may remain in our archives. We may retain such information for fraud prevention or similar purposes. We do not alter our practices in response to "Do Not Track" requests.

7. Security of your personally identifiable information

We are committed to protecting the security of your Personal Information. We use a variety of security technologies and procedures to help protect your Personal Information from unauthorized access, use, or disclosure. We also require you to enter a password to access your Account information. Please do not disclose your Account password to unauthorized people. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however.

8. Contact information

We welcome your comments or questions regarding this Privacy Policy. Please email us or contact us at the following address:

Pilot Fiber, Inc.
1115 Broadway, Floor 12
New York, NY 10010
Email: privacy@pilotfiber.com

9. Changes to this privacy policy

This Privacy Policy is subject to occasional revision, and if we make any material changes in the way we use your Personal Information, we will notify you by sending you an e-mail to the last e-mail address you provided to us and/or by prominently posting notice of the changes on our Website. Any changes to this Privacy Policy will be effective upon the earlier of thirty (30) calendar days following our dispatch of an e-mail notice to you or thirty (30) calendar days following our posting of notice of the changes on our Site. These changes will be effective immediately for new users of our Service.