

Privacy Policy

If you are a Eltopia Communications customer, you can be assured that we will take all the necessary steps to ensure that your personal information is protected. Your privacy is important to us.

Although our ability to provide you with the right products and services requires us to collect, use & disclose your personal information, we ensure that there are policies and procedures in place to protect that information from misuse, error, loss and unauthorized use. Eltopia Communications customers can be assured that we only collect and use the information about you that we need in order to provide you with the best products and services available.

Eltopia Communications collects & uses personal information for the following purposes:

To identify you as a customer - We collect information to help us confirm your identity so we can properly bill and collect payment for you. We may also obtain your credit history to approve you for certain payment options and to verify your ability to make payment. That may include collecting your bank account and credit information.

- To maintain a strong working relationship and provide ongoing service - We may document any of your personal opinions or comments in order to help us maintain a strong working relationship and better serve you as our customer. That may include keeping a record of the products and services you receive from us and your opinions and comments in respect of them.
- To protect us both against error and fraud - We may ask you to verify the information from time to time, for purposes mentioned earlier. We do this to ensure that the information is accurate and current. Any new information you give us will only be recorded if it is needed to achieve the original purpose for which it was collected.
- To help us develop, improve, market or provide you with better products and services - We may ask for additional information so we can better communicate with you and inform you of new products and services. We want to understand your needs and develop and recommend suitable products and services on an ongoing basis. And that means keeping our customers informed and connected.
- To comply with legal and regulatory requirements - We may collect information about you as required by law, for example, in response to a subpoena, warrant or court order.

Under no circumstances will we sell you information to third parties. Nor will we disclose it for public use without your consent. We will only release your information to parties outside

Eltopia Communications under the following circumstances:

- For servicing purposes - We give only the information needed to provide you with the products and services you have requested to suppliers, agents, contractors, companies and individuals working on our behalf. Here are some examples of when we may disclose your personal information:

(a) to a supplier involved in the process of providing you with the products and services you have requested

(b) to a company, individual or contractor to perform functions on our behalf, such as installation and maintenance of our products and services, or for research purposes

(c) to an agent involved in the process of verifying your ability to make payments, obtaining your credit history or in the collection of your account

- For legal purposes and in emergency situations we may disclose your personal information to your

legal representative if we are certain that the individual is working on your behalf. In addition, we are required by law, for example, in a criminal investigation, to share your information with the appropriate authorities. We also may disclose your information in emergency situations to the appropriate authorities, if it means that we can help to prevent danger to an individual, damage to property or theft.

Any personal information released outside of 360networks is disclosed on a confidential basis. It will be used only for the purpose for which it was released, unless we have your implied or express consent, for any other purpose. We will take all necessary steps to ensure that your personal information is protected. Your privacy is important to us. Your personal information will be:

- kept accurate, complete and current as the circumstances require and we ask that you help to keep us informed of any changes
- accessible to you if you require it, as you may want to challenge its completeness and accuracy
- protected from misuse, error, loss and unauthorized access with the help of proper security safeguards
- kept confidential when dealing with outside parties
- collected, used or disclosed only for the purposes mentioned earlier, except with your consent

We are required to have your implied or express consent for the collection, use and disclosure of your personal information. As we have provided you with detailed information on how we collect, maintain, use and disclose your personal information we will assume that, unless we receive notice from you to the contrary, we have your implicit consent. You may withdraw your consent at any time, with reasonable notice to us. Please note that if you do wish to withdraw your consent or do not provide us with the requested personal information, our ability to provide you with quality products and services may be affected.