

Privacy Policy

Last updated: January 1, 2025

Wyverd Fiber values your trust and is committed to protecting your privacy. This Privacy Policy is designed to clearly communicate how we collect, use, and share your information. This Privacy Policy describes what information we collect about you, including when and how we collect it; how we use it; with whom we may share it; and what choices you have regarding our use of your information. In order to fully understand your rights, we encourage you to read this entire Privacy Policy.

This Privacy Policy applies to all information collected through your communications with Wyverd Fiber, whether electronic, written or oral; information collected through Wyverd Fiber websites or mobile applications (“Apps”); as well as any other information about you that we may collect offline or receive from third parties (collectively referred to as the “Services”). By accessing our Services or providing your information to Wyverd Fiber, you accept and agree to the practices described in this Privacy Policy.

What types of personal information do we collect from you?

The information you provide allows us to personalize your interactions with Wyverd Fiber so that we can better respond to your requests, understand your needs, and provide you the information and resources you need. In general, the type and amount of information we collect on you will depend on how you choose to interact with Wyverd Fiber.

Personal Information. While you are engaging with Wyverd Fiber and utilizing Wyverd Fiber’s Website and Services, we may collect information that identifies you as an individual or which is linked or linkable to you as an individual (“Personal Information”). Examples of Personal Information include your name, email address, mailing address, phone number, payment card details, personal preferences, and other account-related information.

The categories of information are outlined below:

- **Contact Information and Preferences.** We may request contact information such as your name, mailing address, telephone number, e-mail address, and your preferences for how you would like to be contacted by Wyverd Fiber. We may also use third-party services to supplement or to ensure accuracy of contact information.
- **Financial Information.** If you make a purchase on Wyverd Fiber’s Website, we will collect payment information such as your credit card number to process your transaction. We may use a third-party payment service to process payments made through the Website. We will retain your credit card information only for as long as necessary to process the transaction.

- **Aggregate Information.** When you access the Website, Wyverd Fiber might also automatically collect information about your visit that does not reveal your specific identity or does not directly relate to an identifiable individual (“Aggregate Information”), such as information about how many users log on to the Website on a daily basis. The gathering of this Aggregate Information may be accomplished using cookies or pixel tags (see below) by Wyverd Fiber and its third-party service providers, which track user activity of Wyverd Fiber’s Website. Aggregate Information is used in a collective manner, and no single person can be identified by that compiled information. It may include the following:
 - Wyverd Fiber Services most frequently accessed;
 - Date and time when Wyverd Fiber webpages were visited;
 - Amount of time spent on a Wyverd Fiber webpage;
 - Number of visits to Wyverd Fiber Services;
 - Types of browser used;
 - Cookie preferences;
 - Search terms used;
 - Internet Protocol (IP) addresses;
 - Type of computers used; or
 - Web services used.

Wyverd Fiber also may use a unique assigned number located with its URL to determine the website from which you navigated to get to the Website. While this number may not be apparent to you, it does not contain your Personal Information.

How do we collect personal information about you?

Wyverd Fiber may collect Personal Information in a variety of instances when you engage or communicate with us. For example, we may collect information about you in the following circumstances:

Login. We may request Personal Information whenever you log in to your account. We reserve the right to request any additional information necessary to establish and maintain your account.

Requests for Information and Resources. When you contact Wyverd Fiber for information and resources, we will collect the Personal Information you provide in order to assist you.

Website and App Use. We may collect Personal Information through your use of Wyverd Fiber Websites and Apps, including online public forums, discussion boards, or chat rooms. If you become a registered user of Wyverd Fiber, we will collect login and profile information and may also collect information about your areas of interest. Please note that any information you post within public forums will become public and may be read, collected, and used by anyone. Please exercise caution when deciding whether to disclose your Personal Information in public forums.

Service Order. We may collect Personal Information when you order and/or sign up for Wyverd Fiber services.

How may we use your personal information?

Generally, we may use your information that we collect about you or that you provide to use, including any personal information, to:

- Allow you to participate in the features we offer on the Website;
- Facilitate, manage, personalize, and improve your online experience;
- Process your registration and manage your account;
- Transact with you, provide services or information you request, respond to your comments, questions and requests, serve you content and/or advertising, and send you notices;
- Company Affiliates' marketing and other purposes;
- Improve the Website and for any other internal business purpose;
- Tailor our content, advertisements, and offers;
- Fulfill other purposes disclosed at the time you provide Personal Information or otherwise where we are legally permitted or are required to do so;
- Determine your location and manage digital content rights (e.g., territory restrictions); and
- Prevent and address fraud, breach of policies or terms, and threats or harm.

We may also use Aggregate Information or other data that we collect on an aggregate or anonymous basis (meaning it does not identify any individuals) for various internal purposes, where permissible under applicable laws and regulations, to help deliver products, services, and content that are better tailored to the users of our services and for other purposes.

- **Internet Protocol (IP) Addresses from All Visitors to its Websites.** An IP address is a number that is automatically assigned to your computer when you use the Internet. We use IP addresses to help diagnose problems with our server, administer our websites, analyze trends, track users' movement on our webpages, gather broad demographic information for aggregate use for us to improve our webpages, and deliver customized, personalized content. IP addresses are not linked to Personal Information.
- **Browser and Device Information.** Certain information is collected by most browsers or automatically through your device, such as your Media Access Control (MAC) address, computer type (Windows or Mac), screen resolution, operating system name and version, device manufacturer and model, language, Internet browser type and version and the name and version of the Services you are using. We use this information to ensure that the Services function properly.
- **Web Server Traffic Pattern Information and Browsing History.** We collect standard web server traffic pattern information and your browsing history.

General traffic, Site usage, browser information and length of stay information is collected.

- **Cookies.** We use “cookies,” small files that are sent to your web browser and stored on your computer’s hard drive, to enhance your online experience. The cookies collect information about your use of our Services, such as the type of browser you use (such as Google Chrome or Internet Explorer), your home domain or Internet service provider, your referrer URL (which is the URL for the website that you were viewing prior to visiting the website), how you were directed to the Website and Services, which specific pages you accessed, how long you view each page, the time and date you access our Website and Services and anonymous traffic data. If you do not want information collected by cookies, most browsers allow you to automatically decline cookies or be given the choice of declining or accepting a cookie (or cookies) from a website. If, however, you do not accept cookies, you may experience some inconvenience in your use of the Website and Services.
- **Pixel Tags and Other Similar Technologies.** Pixel tags (also known as web beacons and clear GIFs) may be used to, among other things, track the online actions of users of the Services (including email recipients), measure the success of our marketing campaigns and compile statistics about usage of the Services and response rates.
- **Physical Location.** We may collect the physical location of your device by, for example, using satellite, cell phone tower or Wi-Fi signals. We may use your device’s physical location to provide you with personalized location-based services and content. In some instances, you may be permitted to allow or deny such uses and/or sharing of your device’s location, but if you do, we may not be able to provide you with the applicable personalized services and content.
- **De-Identified Information and Aggregate Information for Data Analysis and Research.** “De-identified information” means information where identifiers have been removed so that it does not directly or indirectly identify and cannot reasonably be used to identify an individual. “Aggregate Information” means information about groups or categories of individuals which does not identify and cannot reasonably be used to identify an individual. For example, we may use aggregate information to compare the types of services our constituents utilize in one geographic location with another to understand how the two groups are different or similar.

With whom may we share your personal information?

Your Personal Information may be shared with:

- **With Your Consent.** Wyverd Fiber may share information about you with others if you give us permission or direct us to share the information.
- **Third Party Service Providers.** We may need to share Personal Information with third parties that provide operational services on our behalf (such as website hosting, information technology and infrastructure, data analytics, email delivery,

credit card processing, order fulfillment, auditing or other services) or that assist Wyverd Fiber in providing you with support and resources.

- **Other Uses or Disclosures of Personal Information.** We may also use and disclose your Personal Information as we believe to be necessary or appropriate: (a) to comply with applicable law, which may include laws outside your country of residence, to respond to requests from public and government authorities, which may include authorities outside your country of residence, to cooperate with law enforcement, or for other legal reasons; (b) to enforce our Subscriber Agreement; and (c) to protect our rights, privacy, safety or property, and/or that of you or others. In addition, Wyverd Fiber may use, disclose or transfer your information to a third-party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our organization (including in connection with any bankruptcy or similar proceedings).

What are your privacy options and access?

Contact Preferences and Restrictions. We respect your privacy and recognize that you may wish to limit the ways in which we contact you and/or share your Personal Information. On many of our email communications, you may manage what type of communications you want to receive from Wyverd Fiber, or you may opt-out from receiving certain email communications. However, we will continue to send transaction-related emails regarding our relationship and the services you have requested.

In addition, Wyverd Fiber offers the following options:

- Do not contact me by postal mail.
- Do not contact me by telephone.
- Do not contact me by SMS (text) message.
- Do not contact me by email.
- Do not contact me (ends all communications except transaction-related notifications).

To inform us of any desired restrictions, please make changes through the instructions on the Wyverd Fiber email communication or use the contact options on our Legal & Regulatory page.

Mobile Applications (Apps). You can stop collection of information by Apps by uninstalling the Apps. You may use the standard uninstall processes available as part of your mobile device or network. To discontinue the collection of geolocation data within Apps, you can modify your privacy settings on your mobile device.

To Request a Copy of Your Personal Information and to Object to the Processing of Your Personal Information. Subject to applicable law, you may have the right to obtain confirmation regarding whether Wyverd Fiber processes Personal Information about you and/or to request access to and receive information about the Personal Information that we maintain. This may

include listing certain categories of personal data that we have disclosed to third parties for their direct marketing purposes and the identity of those third parties. To make such a request, please contact us using one of the methods provided on the Legal & Regulatory page. In your request, please make clear what Personal Information you would like to review. For your protection, we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable, consistent with applicable law.

Subject to applicable law, you may also have the right to object to the processing of your Personal Information, and have the information blocked, anonymized, or deleted, as appropriate. Please note that in cases of deletion, we may keep limited personal information to document your request. The right to access Personal Information may be limited in some circumstances by local law. To exercise these rights, please use the contact options on our Legal & Regulatory page: <https://www.wyyerd.com/legal-and-regulatory>.

To Request Instructions on How to Delete Your Personal Information from the Wyverd MyNetwork App. You have the right to request instructions on how to delete your Personal Information from the Wyverd MyNetwork App. To make such a request, please contact us by submitting a request on the Legal & Regulatory page: <https://www.wyyerd.com/legal-and-regulatory>. After you successfully submit such a request, a Wyverd Fiber representative will provide you detailed instructions on how to delete your Personal Information from the Wyverd MyNetwork App. Please note that we may keep limited personal information to document your request to delete your personal information from the Wyverd MyNetwork App.

Personal Information Changes. If you have a Wyverd Fiber account, you may login to update or change your Personal Information. You can also send your request through one of the contact options on our Legal & Regulatory page. After submitting a request, Wyverd Fiber will utilize identity verification methods in order to change or delete account information and/or data.

What are your protections regarding SMS communications?

- SMS consent and phone numbers collected for SMS purposes will not be shared with third parties.
- Types of SMS Communications: If you have consented to receive text messages from Wyverd Fiber, you may receive text messages from Wyverd Fiber communications regarding appointment reminders, account/payment notifications, outage alerts, and order confirmations.
- Standard SMS Disclosures: Messaging frequency may vary. Message and data rates may apply. To opt-out to SMS messaging at any time, text STOP. For assistance, text HELP or visit Wyverd Fiber's website at www.wyyerd.com. Visit <https://www.wyyerd.com/legal-and-regulatory> for the privacy policy and www.wyyerd.com for the Terms of Service.

What are our data security protections?

Wyverd Fiber is committed to using reasonable organizational, technical and administrative measures designed to secure the information to protect Personal Information within our organization. For example, we incorporate industry-standard security controls (like firewalls) and password protection systems to create sites that are resistant to standard internet-based threats.

Unfortunately, however, no data transmission over the Internet, nor any data storage system, is 100% secure. While we strive to protect your information, we cannot ensure or warrant the security of such information on our or third-party sites. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us using the contact options on our Legal & Regulatory page.

Wyverd Fiber retains Personal Information that we receive for as long as necessary to fulfill the purpose(s) for which the information was collected, to provide our services and products, to pursue legitimate business purposes, to enforce our agreements, and comply with all applicable laws.

Notices and Disclosures

Children's Privacy. Wyverd Fiber's Website and Services are not directed to anyone under the age of 13. The Website does not knowingly collect or solicit information from anyone under the age of 13, or allow anyone under the age of 13 to sign up for any service. In the event that we learn that we have gathered Personal Information from anyone under the age of 13 without the consent of a parent or guardian, we will delete that information as soon as possible. If you believe we have collected such information, please contact us at the Legal & Regulatory page.

Links to Third-Party Websites. Our Website and Services may contain links to third-party websites, whose privacy practices may be different from Wyverd Fiber's. This Privacy Statement does not address, and we are not responsible for, the privacy, information or other practices of any third parties, including any third-party operating any website or service to which the Services link. Links to other sites do not imply Wyverd Fiber's endorsement of the products or services or privacy or security practices of those websites. In addition, we are not responsible for the information collection, use, disclosure or security policies or practices of other organizations, such as Facebook, Apple, Google, Microsoft, or any other app developer, app provider, social media platform provider, operating system provider, wireless service provider or device manufacturer, including with respect to any Personal Information you disclose to other organizations through or in connection with our sites or our social media pages.

Data Subject U.S. Laws. Wyverd Fiber's Services are controlled and operated by us from the United States and are not intended to subject us to the laws or jurisdiction of any state, country, or territory other than that of the United States. Your Personal Information may be stored and processed in the United States where our servers are located and our central database is operated.

In certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities may be entitled to access your Personal Information.

Information on Third Parties. If you disclose any Personal Information relating to other people to us, you represent that you have the authority to do so and to permit us to use the information in accordance with this Privacy Statement.

California Consumer Privacy Act (CCPA)

If you are a California resident, please review these additional privacy disclosures, which provide a summary of how we collect, use, and disclose Personal Information about you and explain your rights under the CCPA.

Categories of information we collect, use, and disclose. We collect the information described in our Privacy Policy in the section “What types of Personal Information do we collect from you?” and “How may we use your personal information?” In the prior 12 months, we may have collected the following categories of Personal information:

- Identifiers, such as name, email address, mailing address, social security number, cookie and device identifier, and IP address.
- Demographic information, such as your gender and age.
- Commercial information, such as records of purchases and payment information.
- Internet or other electronic network activity information, such as log data and information about the devices and computers you use to access our websites.
- Geolocation data, such as GPS, Bluetooth, or Wi-Fi signals, where you have allowed access to that information.
- Electronic, visual, or similar information, such as recorded conversations with our customer service agents and recorded online sessions.
- Other information you provide, such as responses to surveys or messages to customer service.
- Inferences drawn from any of the above, including the content or ads that may be of interest to you.

We collect and use these categories of information from you, your devices, third parties, or as otherwise described in this Privacy Notice. We disclose these categories of Personal Information for the purposes described in the section “With whom may we share your Personal Information?”

Your rights as a California Resident. Under CCPA, California residents have the right to request access to or deletion of their Personal Information, to request additional details about our information practices, to opt out of the “sale” of Personal Information (if applicable), and to not be discriminated against for exercising their rights. To request to exercise your access or deletion rights, please contact us via the Legal & Regulatory page with general privacy questions. Upon receipt of your request to exercise you rights to access or delete your Personal Information, we

will verify your identity to protect your security and privacy. Note that even if we honor your request to delete your information, we may retain certain information as required or permitted by law. If your request relates only to your marketing preferences and how Wyverd Fiber may contact you, including opt-out requests, please use the Legal & Regulatory page.

How to contact us about this Privacy Policy?

To let us know how you would like us to contact you, or to opt-out of receiving phone calls, emails, texts, or mail, or to stop sharing or selling your information, make your request on the Legal & Regulatory page with identifiable contact information so that we are able to respond to your request. If you have questions about our Privacy Policy, want to know what Personal Information of yours Wyverd Fiber is in possession of, or if you have a concern regarding our privacy practices, you can use the contact options on our Legal & Regulatory page. Please provide a description of your comments or questions in enough detail so we can respond appropriately and contact you.

Updates to this Privacy Policy.

Since we will continue to implement new technologies and improve our services and features, this Privacy Policy is subject to change at any time, without notice. Changes will be posted here or in other formats that we deem acceptable, and all changes will be effective immediately upon posting. When changes are made, we will update the date at the top of our Privacy Policy. Your continued use of Wyverd Fiber's websites after the effective date of any modification to the Privacy Policy will be deemed to be your agreement to the changed terms.