

VELOXINET PRIVACY POLICY

Last Updated: 01/12/2026

1. INTRODUCTION Veloxinet ("Veloxinet," "we," "us," or "our") respects your privacy and is committed to protecting the personal information of our customers ("Customer," "you," or "your"). This Privacy Policy explains what information we collect, how we use it, how we protect it, and your rights regarding your data.

This Policy applies to your use of Veloxinet's internet access services, VoIP services, and website (www.veloxinet.com).

2. INFORMATION WE COLLECT We collect various types of information to provide and improve our services:

- **Personal Information:** Information that identifies you personally, such as:
 - Name and physical address (Service Address).
 - Email address and telephone number.
 - Billing information (credit card numbers, bank account details) collected via our secure payment processors.
- **Customer Proprietary Network Information (CPNI):** Information related to the telecommunications services you purchase from us, including the quantity, technical configuration, type, destination, location, and amount of use of those services.
- **Technical and Usage Data:**
 - IP addresses assigned to your connection.
 - MAC addresses of equipment connected to our network.
 - Bandwidth usage data (data consumption metrics).
 - Performance data (signal strength, latency, connection uptime).
 - *Note: We do not store the content of your internet traffic (e.g., specific websites visited, emails sent) unless required by a valid court order or law enforcement request.*

3. HOW WE USE YOUR INFORMATION We use the information we collect for the following business purposes:

- **Service Delivery:** To install, operate, maintain, and support the Service and Equipment.
- **Billing:** To process payments, generate invoices, and manage your account.
- **Communication:** To send you service alerts, maintenance notifications, and updates regarding your account or our policies.

- **Network Management:** To monitor network traffic and performance to ensure reliability and security (as detailed in our Acceptable Use Policy).
- **Legal Compliance:** To comply with applicable laws, regulations, and legal processes (e.g., responding to subpoenas or 911 dispatch requirements).

4. SHARING OF INFORMATION Veloxinet does **not** sell, license, or rent your Personal Information or CPNI to third parties for marketing purposes.

We may share your information only in the following limited circumstances:

- **Service Providers:** With trusted third-party vendors who perform services on our behalf (e.g., payment processors, billing software providers, tower/infrastructure partners) who are bound by confidentiality agreements.
- **Emergency Services:** With 911 dispatchers and emergency personnel to provide your location information in the event of an emergency call.
- **Legal Requirements:** If required by law, such as in response to a valid court order, search warrant, subpoena, or similar legal process.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, customer information may be transferred as part of the transaction.

5. DATA SECURITY We implement reasonable administrative, technical, and physical security measures to protect your information from unauthorized access, use, or disclosure. This includes:

- Encryption of sensitive payment data.
- Secure access controls for our internal systems.
- Regular monitoring of our network infrastructure.

However, no method of transmission over the Internet or electronic storage is 100% secure. While we strive to protect your data, we cannot guarantee its absolute security.

6. DATA RETENTION We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including satisfying any legal, accounting, or reporting requirements. When data is no longer needed, we will securely delete or anonymize it.

7. YOUR RIGHTS AND CHOICES

- **Access and Correction:** You may contact us to review, update, or correct your personal contact information.
- **Marketing Communications:** You can opt out of receiving promotional emails from us by following the "unsubscribe" instructions in those emails. Please note that you cannot opt out of administrative or service-related communications (e.g., billing notices, outage alerts).

8. CHILDREN'S PRIVACY Our Service is not directed to children under the age of 13. We do not knowingly collect personal information from children under 13.

9. CHANGES TO THIS POLICY We may update this Privacy Policy from time to time. If we make material changes, we will notify you by email or by posting a prominent notice on our website. Your continued use of the Service after the effective date of the revised Policy constitutes your acceptance of the changes.

10. CONTACT US If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Veloxinet
PO Box 17
Springfield, IL 62705

Phone:
(217) 793-6386

Email:
info@veloxinet.com