

FRANKFORT PLANT BOARD SUBSCRIBER PRIVACY NOTICE FOR CABLE TELEVISION, HIGH SPEED INTERNET, HOME SECURITY AND PHONE SERVICE

Frankfort Plant Board (“FPB”) is committed to respecting and protecting your privacy. We use reasonable security, including technical, physical and administrative controls, to secure the information we collect and maintain. We have updated our customer privacy notice to provide an understanding of how FPB protects your privacy in connection with our Video, High Speed Internet, Home Security or FPB Phone services (“Services”) and any other communications services we may provide to you using our cable system.

You are entitled to know the limitations imposed on cable operators regarding the collection, use and disclosure of personally identifiable subscriber information, and your rights related to this information and its disclosure. Additional terms and conditions apply to the Services, and can be found in your subscriber agreements. “Frankfort Plant Board,” “we,” “us,” “our,” “FPB” and similar terms refer to Frankfort Plant Board.

This notice covers only information about you that is collected by FPB in connection with Services (“customer information”). This notice does not cover information that may be collected through any other products, services, or websites, even if accessed through our services and even if co-branded with our services.

Depending on the products and services to which you subscribe, parts of this Annual Privacy Notice may not apply to you. For example, if you only subscribe to Internet Service, the sections that discuss FPB Phone Service would not apply to you.

The following sections explain the nature of personally identifiable information collected and the nature of the use of such information, the nature, frequency and purpose of any disclosure which may be made of such information, including an identification of the types of persons to whom the disclosure may be made, the period during which such information will be maintained, the times and places which you may have access to such information and the limitations with respect to collection and disclosure of information and your right to enforce such limitations.

A. What types of Customer Information Do We Collect? Some of the customer information we collect identifies or can potentially identify you (we call this “personally identifiable information”), such as your name, address and telephone numbers; your Social Security Number; credit information and bank account numbers; your payment preferences; subscriber correspondence; or other demographic information, such as size of household. Our records also contain information on billing and payment history, maintenance and repairs, inquiry and technical support interaction, service options you have chosen, and other information related to installation and maintenance of your cable service. Personally identifiable data does not include aggregated data that does not identify a particular person or persons, or demographic information not connected to an identified individual or household, or nonpersonal information such as MAC addresses associated with set top boxes, modems, and routers, or other equipment identifiers.

In addition, as part of our normal course of business, we generate and maintain billing and account information such as billing, payment, and deposit history; the services to which you have subscribed; customer correspondence and communications records; and maintenance, repairs, and complaint information.

Sometimes, we also obtain additional information from outside sources to supplement the information we collect from you. We might add information about you and the community available from third parties such as research consultants and marketing firms (such as the information that merchants use in delivering catalogues by mail, or census information about neighborhoods). We maintain records of research concerning subscriber satisfaction and viewing habits, which are obtained from subscriber interviews and questionnaires. Additionally, if you rent your home, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord’s name and address.

We may also receive information from content providers and other platform providers when you use your FPB account to authenticate your use of FPB services through that provider’s platform or device.

In order to provide you with the various Services, we may also **automatically collect** the following service-specific customer information depending on the Services to which you subscribe:

Home Security Services. Alarm settings and video footage.

Phone Services. As part of delivering phone services, we keep information about the quantity, technical configuration, type, destination, location, and amount of your use of phone services, calling patterns and information contained on your telephone bill concerning the phone services you receive. When that information is accompanied by your name, address, or telephone number, it is known as customer proprietary network information or “CPNI” and subject to special protections as described in Section E below. Your name, address, and telephone number alone do not constitute CPNI, however. However, that information is considered “personally identifiable information” and is subject to Cable Act protections.

High Speed Internet Service. If you subscribe to our High-Speed Internet service we transmit, and may collect and store for a period of time, information generated by the service such as your IP address.

Cable Television Services. If you are a cable television subscriber, we may also automatically collect information when you use our systems such as by ordering or viewing on demand programming, or engaging in other interactive programming features. Without your written or electronic consent, we cannot collect personal information over the cable system unless it is necessary to provide cable or other service you have requested or to prevent unauthorized access to services or to subscriber data. We collect information contained in cable interactive television because it is necessary to provide a service you have requested.

This information is primarily used to carry out the requests you make using your remote control, set-top box, or other equipment. It may also include other information such as the time you actually use our services, the use of other features of our services, and which menus and menu screens are used most often and the time spent using them.

Information collected from these services is maintained on an anonymous basis, except in connection with billing for usage of video on demand or pay-per-view services or as necessary to fulfill any other request or order you make via the transactional and interactive services. Some of our advertisements may invite interactive or transactional follow-up from you. If you request products, services, features or information via such interactive advertisements, we collect and use the information generated by the request, including personally identifiable information when necessary, in order to carry out your request.

We may also collect channel tuning data to determine which programs are most popular, how many people watch a program to its conclusion and whether people are watching commercials, as well as other audience measurement-focused information. All personally identifiable information is removed from this data. FPB, or our contractors or agents, may from time to time share this anonymous information with our advertisers, content providers, or other third parties working on our behalf such as audience measurement or market research firms. These firms may combine this information with information about you or the community (such as the information that merchants use in delivering catalogues by mail, or census information about neighborhoods) to provide us with audience analysis data. Our audience measurement helps us and the program networks we carry decide on which programs and channels to carry and to improve our cable television services.

We also use this information to provide you with a more personalized experience by directing advertisers to the channels that produce more sales as they consider, design, and evaluate advertising campaigns.

In addition to this privacy notice, we may provide additional notices to you regarding specific advertising or other initiatives. These notices will describe the initiatives in greater detail and may, as appropriate, contain information you can use to choose to participate, or not participate, in these initiatives.

B. How do We Use Customer Information? We use customer information, including personally identifiable information, primarily to conduct business activities related to our provision of reliable and high quality Services. More specifically, we may use personally identifiable information to: install, maintain, and upgrade Services and the

devices and software we use to provide them; to bill properly for Services; to send you pertinent information regarding the Services; to configure and improve the Services; to detect unauthorized reception of the Services; to offer you other services or products that we think may be of interest to you (subject to your right to limit or restrict us from making these offers as described in this Privacy Notice) to provide you with technical support and high quality customer service, including through the use of recorded or monitored communications between you and our customer service agents, and for tax and accounting purposes. We also keep records from research concerning customer satisfaction and viewing or system use habits.

C. When Do We Disclose Customer Information to Third Parties? FPB considers the personally identifiable information that we keep to be confidential. **FPB does not sell or share information that personally identifies our customers with third parties for their own marketing or advertising purposes.** FPB will disclose this information to you, i.e., the primary account holder, and any other authorized, users after appropriate authentication. As to others, unless prior written or electronic consent is obtained, we will disclose to third parties personal information that we maintain related to our subscribers only when it is necessary to render cable or other services to you, or to carry out related activities in the ordinary course of business for our ordinary business purposes, at a frequency that varies in accordance with the particular business need.

Section 631 of the federal Cable Communications Policy Act of 1984, as amended (the “Cable Act”) allows us to disclose “mailing list” information such as your name and address to marketing organizations, programmers and other businesses unless you tell us otherwise. Disclosure would not include the extent of your viewing or use of a particular service or the nature of any transaction made over the cable system. **FPB does not currently sell or disclose our mailing list information.** If this should change, we will provide you with information about how to remove your name from such lists.

We may also use or disclose customer information, including personally identifiable information, without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights under our terms of service and policies, if your account is referred to a collection agency or attorney, in court or elsewhere, and as otherwise permitted by law.

The types of persons to whom information about you may be disclosed without your prior written or electronic consent include: Installation, repair, and subscriber assistance subcontractors; entities providing services to us that we resell or license to you; billing and collection services; program guide distributors; software vendors; firms conducting market research on our behalf; and other related legal entities.

FPB may also disclose information about you to representatives of government, taxing, or other regulatory authorities in the furtherance of our legitimate business activities.

For all of the same purposes for which we use personally identifiable information as described in Section B above, we may sometimes disclose such information to our affiliates, agents, contractors, outside auditors, professional advisors, service providers and vendors.

We describe above in Section A when we disclose to third parties anonymous customer information relating to our cable services.

D. Special Phone Service Information. We may disclose customer information, including personally identifiable information, in connection with our phone service, such as in providing directory service, Caller ID, and 911/E911. In using our FPB Phone services, your name and telephone number may be transmitted and displayed on a Caller ID device unless you have elected to block such information (Caller ID blocking may not prevent the display of your name and telephone number if you dial certain business numbers, 911 or toll-free 800, 888, 877, or 866 numbers.) Your name, address and phone number may be distributed in telephone directories or through directory assistance, and this information may be repackaged and made available in different formats by anyone. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in our telephone directories or directory assistance services, although we cannot guarantee that errors will never occur.

Federal law regulates “customer proprietary network information,” also known as “CPNI.” CPNI is information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service that we receive solely as a result of our provision of telephone service to you. In particular, this includes information contained in our invoices pertaining to telephone service (other than your name, address and phone number), and the details of who you call and who calls you. For your protection, we will not disclose your call detail records over the phone to an inbound caller, and we require the use of a password to log into accounts where you can view your call detail information online. We only will use, disclose, or permit access to CPNI in compliance with applicable law and as explained in this policy.

E. When Is Disclosure of Customer Information Required by Law? If you subscribe to any FPB Services, we may be required by law to disclose information about you, including information that personally identifies you, your use of our services, and the content of your communications, to governmental entities upon receipt of valid legal process such as a subpoena, court order, or search warrant. These disclosures may be made with or without your consent and with or without notice, in compliance with the law, including the terms of the process (i.e., subpoena, court order or search warrant).

If you subscribe to cable video service and a governmental entity is seeking information about your selection of video programming the Cable Act requires the governmental entity to obtain a court order. In the proceeding relevant to the issuance of the court order, the government must provide clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the video records sought would be material evidence in the case. You are to be afforded the opportunity to appear and contest the governmental entity’s claims in such proceeding.

In addition, in accordance with the United States of America Patriot Act of 2001, we may be required to disclose personally identifiable information to law enforcement officials in accordance with both court orders and subpoenas. You may not be entitled by law to prior notice or the opportunity to contest these disclosures.

If you subscribe to our High-Speed Internet or FPB Phone services, the same requirements do not apply. Instead, in some instances we may disclose personally identifiable information and CPNI about you to representatives of government or to comply with a court order without your consent and without advance or any notice to you, except that in these cases our disclosure is not to include records revealing your selection of video programming.

If we notify you of specific legal requests or orders for personally identifiable information, and there is an opportunity for you to object to such disclosures, it is then up to you to object or take specific action to prevent these disclosures.

F. Can I prohibit FPB’s Use and Disclosure of My Customer Information? You have some choices in how we use or disclose customer information. If you do not want us to disclose your name and address to third parties for mailing lists in connection with the promotion of FPB’s products and services and for other legitimate business activities related to our services, as explained below and Section C above, please contact us by mail at FPB Opt-Out 151 Flynn Avenue Frankfort, KY 40601 or at 502-352-4372. Any mailing list disclosures that we may make are limited by law to disclosures of subscriber names and addresses where the disclosures do not reveal, directly or indirectly, (i) the extent of any use by the subscriber of our Services; or (ii) the nature of any transaction made by the subscriber over our Services.

FPB may use e-mail and/or in-browser messages to send transactional or relationship messages related to your service, including information on changes in terms or features, updates and upgrades, new features to which you are entitled, and information on system outages. If you agree to our contacting you via e-mail and/or in-browser messages for marketing messages, we may send you e-mail messages marketing our services.

You may contact FPB at any time at the contact numbers set forth in this Privacy Notice to ask us to put your name on our “do not call” list so that you do not receive marketing or promotional telephone calls from us or made at our request.

If you are a customer of our services, from time to time we may offer you other communications services (for example, Internet or cable services if you are a phone customer or cable and phone services if you are an Internet customer) that are tailored to your specific needs, or which would be available to you on special promotional terms. If you do not want us to use, disclose or permit access to your phone or Internet account to market services, please contact us to prevent such use, disclosure and access.

G. How Long Do We Keep Customer Information? We will maintain personally identifiable information about you as long as it is necessary for our business purposes or in accordance with the record retention schedules for state and local governments. Generally, this period includes the time during which you are a subscriber to our services, plus a period of time after you cease to be an active subscriber, in order for us to comply with tax and accounting regulations and legal requirements.

H. Changes to Privacy Notice. As required by federal law, we will notify you of our privacy policy annually. We reserve the right to modify this Privacy Notice at any time. We encourage you to periodically review this notice. Use of our Services following notice of such revisions constitutes your acceptance of the revised policy.

I. Customer Rights. You have the right to inspect our records containing customer information about you, and to correct any errors in such information. In most cases, the personally identifiable information contained in these records consists solely of billing and account information. If you wish to inspect our records, please contact us at the system business office between the hours of 7:45 am and 4:30 pm, Monday through Friday (holidays excluded) at 151 Flynn Avenue Frankfort, KY 40601 phone (502) 352-4372. If you believe that you have been aggrieved by any act of ours in violation of law, we encourage you to contact us in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit in federal district court seeking damages, attorneys' fees and litigation costs. Other rights and remedies may be available to you under federal or other applicable law.