



TWIN VALLEY

PRIVACY POLICY

Twin Valley (the “Company”) intends to limit the information collected regarding our customers and users of our products and services pursuant to this Privacy Policy (“Policy”) to that information needed to conduct business and to offer products and services that might be of interest to our customers. A customer may provide individually- identifiable information such as name, address, telephone number, or e-mail address, (“Individual Information”) to the Company in, a number of ways through the Company’s Website or services; for example, by ordering a service, sending an e-mail, or registering to receive news or public information.

The Company does not:

- Collect Individual Information from our customers via our website unless it is provided to the Company. (The Company does ask for Individual Information for account set-up.)
- Sell Individual Information to unaffiliated parties.

The Company does:

- Use security techniques designed to protect customers' information from unauthorized access.
- Collect, maintain, and use customer information as necessary to provide the most helpful and targeted products and services to meet customers' needs.
- Honor customers' requests to remove their names from our telephone or mail solicitation lists, using reasonable efforts to delete the information from existing files. (You may contact the Company to request such removal.)
- Provide access to Individual Information when the Company undertakes projects with business partners. This disclosure is made with an understanding that our business partners will also treat the Individual Information with respect for privacy concerns.

In addition to Individual Information, the Company may collect information automatically when a visitor enters the Company’s Website, such as the domain name, browser, the type of computer operating system, information about the Web page from which the visitor linked to the site, and time spent on different pages within the site. The Company may use this information to evaluate and improve the site and may share the information with business partners and others.

Cookies

A cookie is a small, encrypted data string the Company server writes to your hard drive that contains your unique Company User ID. Cookies are used to deliver Web content specific to your interests and to control access to your personal shopping cart after your initial entry. The cookie permits the server to

recall information from your previous visit. A cookie is not used to access or otherwise compromise the data on your hard drive. With most browsers, you may choose to change your browser settings to disable cookies. Please be aware that cookies may be required to complete certain functions on the Company Website and other Internet sites. Tracking technologies may record information such as Internet domain and host names, Internet protocol (IP) addresses, browser software and operating system types, clickstream patterns, and dates and times that the Company's Website is accessed. The Company's use of cookies and other tracking technologies allows the Company to improve the Company's Website and services.

Privacy and Customer Proprietary Network Information

You authorize us to monitor and record communications to the Company regarding your account or the services provided by the Company for purposes of quality assurance. For on-line orders, the Company may implement reasonable procedures, including, but not limited to, validating information provided by you, or restricting the amount of equipment and services purchased on-line by a single customer. The Company reserves the right to cancel or reject on-line orders at any time for security reasons or privacy concerns.

The Company will not give you notice of any subpoenas or court orders related to your account or use of services unless required by law. Information in our billing and customer care systems concerning your account and your use of services belongs to the Company, and you have no expectation of privacy with respect to such information. You agree that the Company may release information in its possession about you when required to do so by law, to provide information to third parties solely for the purpose of assisting the Company in providing any service to you, or if the Company reasonably believes that an emergency involving immediate harm to a person or property requires disclosure.

The Company may analyze your account and usage information and share this information with affiliates of the Company to communicate with you regarding equipment or services that may become available to you. If you do not want the Company to provide your information to other affiliates of the Company for this purpose, please notify us.

To provide services to you, we maintain certain customer proprietary network information, or CPNI, that includes the types of services that you currently have, or have purchased, how you use the services, and billing information for the services. When you view your account information or shop for products/services on-line, you agree that we may display your CPNI on-line to fill orders or allow you to make account changes.

Disclosure of Account Information

As a general rule the Company does not release customer account information to unaffiliated third parties without your permission unless we have a business relationship with those companies where the disclosure is appropriate. There are exceptions to this general rule. For example, the Company might provide

information to regulatory or administrative agencies so that they can accomplish their regulatory tasks (for example, responding to a customer complaint) or to maximize the efficiencies of our own processes (such as correcting mailing addresses). The Company will comply with legal requirements, such as a subpoena or court order or other similar demand, associated with either criminal or civil proceedings.

The Company will only disclose account information to the customer whose name appears on the account. If you instruct the Company in writing to release your account information to someone, we will honor your request and provide that information. If other people need to have access and control of your account, such persons must be jointly listed or identified as such on the account by the customer whose name appears on the account.

The Company may provide account information to other companies in the process of providing services to you. The Company typically has a business relationship with these companies. For example, another company may be hired for the process of billing your account. The Company may provide account information to collection agencies when customers do not pay their bills. Use that can be made of this information is limited to collection activities for our charges and for the charges the Company bills for others.

Value Added Offerings

Because the Company appreciates the trust you have placed in us, we continually look for ways to enhance our business relationship. From time to time, the Company may inform you about a product or service. Using the information, you have provided, the Company strives to limit our offers to those offers that the Company believes you would appreciate receiving. The Company wants every contact you have with the Company to be a positive experience. Consequently, if you would prefer not to receive these value-added services, offers and opportunities, please contact us.

Children

Children should consult with their parent or guardian before furnishing any data to the Company. Parents should supervise their child's on-line activities and the Company recommends that parents use one of a number of available parental-control tools that provide a more child-friendly on-line environment and can reduce the possibility of children disclosing individually identifiable information without parental consent. The Internet offers open access to a wide range of information, and it is important that parents supervise and prevent access to inappropriate content, e-mail or chat sessions or inappropriate disclosure of Individual Information.

Links

The Company is not responsible for content or privacy policies of other sites. You should keep this in mind when accessing sites through links on the Company's Website.

Updates

The Company will strive to improve the services offered and may update this

Policy from time to time. The Company reserves the right to expand our capabilities for information collection and use and may change our policies including this Policy at any time.

Should you have any questions or comments relating to this Policy or the Company's privacy practices, please contact Twin Valley Customer Care at 618 6th St., Clay Center, KS 67432, telephone 800.515.3311, or e-mail us at support@tvinc.net.