



AES INFORMATION SERVICES PRIVACY POLICY AND PRIVACY NOTICE

1. Commitment to Confidentiality

AES and its associated Information Service Offerings (collectively "we") strive to honor the confidentiality of its customers. We want you to have confidence in your use of the Internet. This AES Information Services Privacy Policy and AES Information Service Internet Access Privacy Notice ("Privacy Policy") is designed to explain our commitment to your privacy and our monitoring activities. Independent contractors and agents of AES that are acting on behalf of AES in providing the AES Information Services are also bound by this Privacy Policy.

It is our policy to collect only the personally identifiable information (information that identifies you individually) that we need to provide the services associated with AES with the quality you desire and deserve.

2. AES Customers

If you are a customer of AES, this personally identifiable information may include your name, address, age, telephone numbers, account number, social security number, user IDs, passwords, email addresses, and other information as provided to us online or as a customer of AES. It is our policy to retain such information only as long as needed for our business purposes or as the law may require. We take reasonable steps to protect your account information from unauthorized access.

3. Collection and Use of Technical Information

When you use interactive Internet services, AES may gather technical data about your use of the AES Information Services. We use the technical information to understand customer interests, to enhance the value of the AES offerings and to customize services based upon customer interests.

4. Online Registrants

In visiting our website, if you register with us or participate in a contest, survey or online transaction, we may ask for certain personally identifiable information. When we ask you for such information, we will tell you how it will be used and you may elect not to participate.

5. Customer Surveys

From time to time, AES may take customer surveys. We may contact you as part of a customer survey. Participation in customer surveys is purely voluntary, but we welcome and encourage you to respond to these surveys. Personal information gained in these responses will be held in confidence.

6. Cookies

We, or a vendor that places advertising on our websites, may use "cookies" to collect information about your visit to our website and to manage information concerning your preferences. A "cookie" is a small computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be used by the website that placed it to note information about your visit, such as your type of web browser, operating system and Internet Protocol ("IP") address, to better tailor the site for you. It can also be used to recognize you when you log in as a registered user or as a repeat visitor returning to our website. This allows us to tailor our site by remembering you and any options you select. We may



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260.333.0100 phone | 260.920.3354 fax | 210 S. Cedar St., 3rd Floor, Auburn, IN 46706 | aes@ci.auburn.in.us

share non-personal information obtained from the varying kinds of cookies and web beacons (see below) with vendors, advertisers and others. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. Doing so, however, may limit the personalization available to you.

7. Third-Party Cookies and Web Beacons

These forms of computer code are sometimes placed by advertisers or others with connection to a webpage and may be read by the advertisement's provider. They may use a form of code called a "web beacon" or "clear GIF." These are usually contained in a transparent image on a page or in an image on an email message and serve as a way to gather information about your visit, such as your Internet Protocol Address and information or statistics about your visit. As with cookies, you can use your browser settings to control web beacons.

8. Advertisers and Other Websites

We do not control the privacy policies of advertisers or of websites you may link to from our websites or by using our services. You should review their websites for questions about their Internet security and privacy.

Some third parties might acquire information about you when you use or visit their websites or services via the AES Internet Service. AES does not undertake to monitor, and may not be capable of monitoring, the collection, use or disclosure of such information.

9. Spam

AES works hard to prevent and to block spam and we encourage your help by preventing unauthorized access to your computer. The law permits companies like AES to use email to send transactional or relationship messages, such as in confirming that a service has been established or providing information regarding changes in service. If you prefer, you may opt-out of marketing messages we may send by notifying us in response to any you may receive.

10. Children's Privacy

We do not knowingly allow anyone under 18 to provide any personal information on our websites. Children should always get permission from a parent or guardian before sending personal information over the Internet. If you believe your child may have provided us with personal information, you can contact us and we will delete the information. You can find more information about protecting children's privacy by contacting the FTC or viewing its website at <http://www.ftc.gov>.

11. Right To Monitor Communications and Disclose Information

It is generally AES' policy not to share personal information about you. However, AES has the right to monitor the use of AES Information Services. In addition, AES may disclose personal information about you and/or your account at its sole discretion under the circumstances described below.

- (a) You expressly grant AES permission to disclose personal information in response to, among others: (a) an administrative, grand jury or trial subpoena; (b) a civil investigative demand issued by a government entity; or (c) a Federal or State search warrant or court order.
- (b) Mandatory Disclosure to Government Entities. Under provisions of CALEA and the USA PATRIOT Act of 2001 ("Patriot Act"), a governmental entity may require us to disclose certain



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information concerning your Internet service(s) without advance notice to you. If we receive a subpoena, we may be required to disclose to the government the following records: your name and address; records of your Internet sessions (including session times and duration); how long you have subscribed to our service(s) (including start date and the type(s) of service(s) utilized; your telephone number or other subscriber account identifying number(s), including any Internet or network address(es) assigned to you by our network; and the means and source of your payment(s) (including any credit card or bank account number)). In addition, if we receive a Federal or State search warrant or court order, we may be required to disclose to law enforcement agencies the content of, and other records relating to, e-mail messages (including attachments to e-mail messages and records relating to your e-mail and Internet use), without advance notice to you. Please also note that law enforcement agencies may, by Federal or State court order, and without notice to you, obtain the right to install a device that monitors your Internet and e-mail use.

- (c) **Voluntary Disclosure to Government Entities.** CALEA and the Patriot Act also allows AES to voluntarily disclose certain information to law enforcement agencies and governmental entities in circumstances of immediate danger. If we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information without delay, where permitted by law, we may voluntarily disclose to law enforcement agencies, without advance notice to you, the contents of your cable Internet subscriber communications and/or VoIP communications. CALEA and the Patriot Act, under certain conditions, also allows the government, at our request, to intercept the communications of a computer trespasser, without obtaining a court order or search warrant. Finally, we also may disclose to law enforcement agencies the contents of your communications that were inadvertently obtained and appear to pertain to the commission of crime. These new procedures set forth in the Patriot Act do not apply to records revealing your selection of video programming. As before, a governmental entity may obtain records revealing your selection of video programming only if it offers clear and convincing evidence to a court that such records are material to a criminal case and if you are given the opportunity to appear to contest the evidence.
- (d) **Other Disclosures.** AES may also disclose personal information about you and/or your usage at its sole discretion in order to comply with the Digital Millennium Copyright Act or any other laws, to enforce the Use Policy, to protect the integrity of the AES Network, or to protect our customers. In such circumstances, AES may disclose your personal information to private individuals or to government entities.

12. Customer Access to Information

If you are a customer of AES, you can check the accuracy of some of your account information by contacting a Customer Care representative. For more information or questions concerning your privacy contact an AES customer service representative.

13. Your Enforcement Rights

You have the right to enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information. Among your remedies is the right to seek relief in a civil action filed under federal law.

14. Communications regarding this Privacy Policy



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If you have any questions concerning this Privacy Policy, you may contact us at <http://www.AuburnEssentialServices.net>.

15. Revisions to the Privacy Policy

AES reserves the right to update or modify this Privacy Policy at any time. Modifications to this Privacy Policy may be given by posting such changes to AES' website at <http://www.AuburnEssentialServices.net> and select the "AES Privacy Policy" link, by e-mail, or by postal mail.