

**Urso & Urso, Inc.
d/b/a: CECOR**

Privacy Policy

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Liability Disclaimer

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Termination/Access Restriction

CECOR reserves the right, at its sole discretion, to terminate your access to the CECOR Web Site and the related services or any portion thereof at any time, without notice. To the maximum extent permitted by law, this agreement is governed by the laws of the U.S.A. in all disputes arising out of or relating to the use of the CECOR Web Site. Use of the CECOR Web Site is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including without limitation this paragraph. You agree that no joint venture, partnership, employment, or agency relationship exists between you and CECOR as a result of this agreement or use of the CECOR Web Site. CECOR's performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in derogation of CECOR's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the CECOR Web Site or information provided to or gathered by CECOR with respect to such use. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth

above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect. Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and CECOR with respect to the CECOR Web Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and CECOR with respect to the CECOR Web Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. It is the express wish to the parties that this agreement and all related documents be drawn up in English.

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Privacy Policy

Scope

This Privacy Policy applies to CECOR and any Third Party with whom we share or collect Confidential Personal Information (as defined below). "Third Party" refers to Affiliates (as defined above), agents, vendors, suppliers, subcontractors, or independent contractors, as well as any other third party with whom we share information. By submitting information to us or accessing our Web Site, you agree to our collection and use of your information as described in this Privacy Policy as may be amended from time to time. These terms are in addition to, but are not limited by, any other terms agreed to by the parties or applicable to third-party products, services, or sites.

Collection of your Confidential Personal Information

Confidential Personal Information is information that relates to you and identifies or can be used to identify you. This information includes your name, billing address, social security number, driver's license number, credit card number, bank account number, email address, and credit information. CECOR may collect Confidential Personal Information for those purposes specified in this Privacy Policy, and as otherwise permitted by law.

We may collect Confidential Personal Information through our Web site (including without limitation through online forms or submission applications), a business office, over the

phone, or online. You may choose to provide this information to us through a number of interactions such as by:

- Ordering a product or service from us
- Sending us an email
- Registering to receive information about our products or services
- Applying for a job or other application; or
- Entering a contest.

We may also collect this information about you from trusted agents who are authorized to sell our products and services, or from employees of our Affiliates. For training, quality assurance, or other purposes, we may also monitor or record our calls with you.

As part of network operations and when you visit the CECOR Web Site, we may automatically collect certain information such as your domain type, your IP address, or click stream information to gauge the effectiveness of our Web Site or other sites, improve our online operations, enhance your online experience with customized content, and focus our marketing efforts to better meet the needs of our customers. We may store small data files known as cookies, or other similar technologies, on your computer or mobile browser when you visit our Web Site. Cookies allow CECOR to personalize your service by collecting and storing information that will identify you when you visit a Web Site. Cookies also allow us to collect 'Web Site usage' information when you visit our Web Site, including IP address, Web browser and operating system types, Web pages visited on our Web site, time spent on our Web pages, and return visits to our Web site. We may combine the Web site usage information with your Confidential Personal Information in order to provide a more customized online experience to you and to provide advertising about goods and services that may be of particular interest to you. We may ask Third Parties to place advertisements about our products and services on sites that are not operated by CECOR. These Third Parties may use technologies such as cookies, web beacons, and similar technologies to collect, store and read information on your computer or mobile browser when you visit one of their websites. CECOR may track user click stream information when you view our advertising on these websites.

You may be able to disable cookies on your computer; however if you do so, you may limit your experience on that Web Site, including finding pricing and availability of products and services in your area from our Web Site. You can set your browser to delete cookies or to tell you before you accept one. Look in your browser's Options or Preferences menu. CECOR is not responsible for the practices, including the use of cookies, employed by web sites linked to or from our Web Site or for the content contained therein. The other web sites and services you are able to access on the Internet are outside the control and limits of this privacy policy.

Use of your Confidential Personal Information

We may use your Confidential Personal Information to provide you with and manage the services you request, communicate with you to maintain good customer relations or to suggest new products and services that may be of interest to you, personalize the content we deliver, conduct industry or consumer surveys, manage, improve and troubleshoot our network and services, enforce any contract with you, or for any purpose otherwise permitted or required by law.

When you want to set up an account with CECOR, in order to determine your credit worthiness, we may use some of your Confidential Personal Information to request a credit report from a credit-reporting agency.

CECOR uses the information collected on its Web Site to provide you with the information you requested. When you use our Web Site to order products or services, or to request information about them, we may use the information we have about you as we would use the same information obtained offline - for example, to evaluate your service needs and contact you regarding additional services you may find useful. You may also submit applications for employment online, and we will use the information you provide to consider you for employment.

There may be instances when CECOR may access or disclose Confidential Personal Information without notice or your consent in order to: (i) protect or defend the legal rights or property of CECOR, our Affiliates or our/their employees, agents and contractors (including enforcement of our agreements); (ii) protect the safety and security of customers or members of the public including acting in urgent circumstances; (iii) protect against fraud or for risk management purposes; or (iv) comply with the law or legal process such as a subpoena.

CECOR may share or sell information we have collected about you, that has been anonymized or aggregated in a manner that renders it unidentifiable with you, to Third Parties for marketing, research and other purposes.

If we obtain Confidential Personal Information from a Third Party, our use of that information is also governed by this Privacy Policy.

Collection and Use of Children's Confidential Personal Information

CECOR's Web Site and services are intended for general audiences and is not directed to children under 13. CECOR does not knowingly collect, maintain or process Confidential Personal Information, or any information, submitted by children under the age of 13. If we become aware that a child under 13 has provided us with personal information without parental consent, we take steps to remove such information. If you become aware that a child has provided us with personal information without parental consent, please contact us through the contact section of this Web Site, or otherwise.

Sharing of your Confidential Personal Information

CECOR may share Confidential Personal Information for purposes permitted by law without your consent such as to help initiate, render, bill, and collect for its products and services.

Your Confidential Personal Information may be shared with Affiliates and Third Parties for the purposes of marketing our products and services. If CECOR sells all or part of its business or makes a sale or transfer of all or a material part of its assets or is otherwise involved in a merger or transfer of all or a material part of its business, CECOR may transfer your Confidential Personal Information to the party or parties involved in the transaction as part of that transaction.

Accessing your Confidential Personal Information

CECOR takes reasonable measures to assure that the Confidential Personal Information we use about you is accurate, complete, and up-to-date. We make good faith efforts to provide you with access to your Confidential Personal Information either to correct this data if it is inaccurate or to delete such data at your request if it is not otherwise required to be retained by law or for legitimate business purposes.

Customers who wish to review and/or edit their Confidential Personal Information may do so by contacting us at the number provided on their billing statement.

We may decline to process requests for information that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup tapes), or for which access is not otherwise required. In any case where we provide information access and correction, we perform this service free of charge, except if doing so would require a disproportionate effort.

Communication Preferences

If you do not want CECOR to use your Confidential Personal Information to contact you for marketing or solicitation purposes (excluding notices about your existing account), you may request that such contact cease. When writing to us, please specify which contact methods (phone calls, mail, bill inserts, or email messages) you would prefer that we do not use to communicate to you for the purposes outlined above. Keep in mind that restricting contact methods may make it more difficult for us to keep you informed about new products and services that can be of benefit to you. You can revoke these options at any time by contacting us and clearly communicating your revocation.

These choices do not apply to the display of online advertising or the receipt of mandatory service communications that are considered part of certain CECOR services, which you may receive periodically unless you cancel the service.

If you request to not be contacted by phone for marketing or sales purposes, please note that the CECOR Do Not Call List restricts these types of phone contacts from CECOR only, so you may continue to receive calls from other companies. If you would like to add your number to the National Do Not Call List, you may do so by calling 1-888-382-1222 or going online at www.donotcall.gov.

Security of your Confidential Personal Information

CECOR takes security safeguards it deems reasonable to protect against such risks as loss or unauthorized access, destruction, use, modification, or disclosure of Confidential Personal Information.

We generally restrict access to Confidential Personal Information to CECOR employees, employees of our Affiliates, and authorized Third Parties who need to know that information in order to operate, develop or improve our services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations. Because, however, no security system can be perfect or impregnable, we do not and cannot guaranty the security of data or information. The limitations of liability set forth in our terms of service apply, for

avoidance of doubt, to any disclosure of information not otherwise protected by law or separate contract.

Enforcement of this Privacy Policy

Our employees, agents, and Affiliates are trained regarding their responsibilities to safeguard your privacy. They are required to adhere to this Privacy Policy, and CECOR's policies which support our commitment to protecting customer privacy. Failure to comply with this Privacy Policy or CECOR's policies may result in disciplinary action up to and including termination of employment.

Changes to this Privacy Policy

We will occasionally update this Privacy Policy to reflect changes in our services and customer feedback. We encourage you to periodically review this Privacy Policy to be kept informed about CECOR's privacy practices.

Contacting Us

CECOR welcomes your comments regarding this Privacy Policy. If you have questions about this Privacy Policy or believe that we have not adhered to it, please contact us by writing, using the contact section of the Web Site.