



AccelPLUS[®]
A DIVISION OF CEL&P

***Subscriber Privacy
Notice***

*P.O. Box 428
808 Lafayette Road
Crawfordsville, IN. 47933
(765) 362-1900*



Accelplus (which may be referred to herein as “we”, “us”, “company”, or “provider”) wants to provide you with notification of its practices regarding personally identifiable information about you, which is obtained and retained by us, and how it may be disseminated to others. This notice is also being provided in accordance with the Cable Communications Policy Act of 1984 (“Cable Act”) and the Electronic Communication Policy Act of 1986, as amended (“ECPA”).

This Notice is provided to you when you enter into an agreement for service with Accelplus, and at least once a year thereafter. The Cable Act provides you are to receive notice of:

- A. the nature of personally identifiable information collected or to be collected with respect to you as a subscriber and the nature of the use of such information;
- B. the nature, frequency and purpose of any disclosure which may be made of such information, including an identification of the type of person to whom the disclosure may be made;
- C. the period during which such information will be maintained by us;
- D. the time and place at which you may have access to such information;
- E. your right to bring legal action if the requirements of the Cable Act are not met by us.

1. Nature of Personally Identifiable Information. While we cannot obtain personally identifiable information about you without your consent, there is an exception for information we request that is necessary to provide you adequate subscriber services, or to detect unauthorized use of Accelplus services.

For example, we may need your name, address, telephone number, employment information, credit information, how often and how long you use our services, information about your computer system and the like.

2. Disclosure of Information. Disclosure of personally identifiable information is also subject to your providing consent, except for the purposes above set forth, and if required by an order of the Court. In the event a Court does order us to disclose such information, you must be notified and given an opportunity to appear and contest such order. Generally, there cannot be disclosure of your selection of video programming.

However, out of business necessity, we may disclose certain information without your consent to employees or contractors of Accelplus for purposes of repairs, sales, billing, accounting procedures, billing services, collection services, credit reporting agencies, market research firms, and authorized representative of governmental bodies.

Unless you object, the Cable Act permits us to provide personally identifiable information to third parties such as advertiser and direct marketers. This type of disclosure is limited to information that would be included in a mailing list, i.e., name, address, telephone number, etc. **IF YOU DO NOT WANT YOUR INFORMATION DISCLOSED IN SUCH A MAILING LIST, NOTIFY OUR OFFICE IN WRITING.**

In addition to the Cable Law, Indiana law prevents us from disclosing certain personally identifiable information about you without your consent.

3. Internet Subscribers. If you are a subscriber to our Internet Service (ISP) the ECPA provides we must give information to the government under certain circumstances without any notice to you. This applies if we are required to respond to a criminal warrant or court order.

The ECPA also authorizes a private party to obtain information about you by use of subpoena for copyright infringement purposes.

Finally, in your agreement with Accelplus to receive its services, you have agreed we may disclose any information about you that is in our possession in order to protect our property rights, business operations or in the interest of public safety.

4. **Period During Which We Shall Retain Information.** We shall retain personally identifiable information about you for as long as is required for our business purposes. This will be at least as long as you, or an entity directly related to you, are a subscriber of Accelplus services plus whatever period of time may be required to assure compliance with tax laws, accounting requirements, regulatory agencies or other legal mandates, but not anticipated to exceed ten years following you, or an entity directly related to you, being a subscriber of Accelplus services.

5. **Your Right to Access Personally Identifiable Information.** Under the terms of the Cable Act, you have a right to inspect all information we may have collected concerning you. You have a further right to correct any such information you find to be inaccurate. To inspect such information, simply contact us in writing, and an appointment for you to make such inspection at our business office will be arranged.

6. **Your Legal Remedies Under the Cable Act.** If you believe any of the limitations on collection, retention or disclosure of your personally identifiable information as set forth in the Cable Act have been violated by us, the Act provides you with a cause of action for damages, attorney fees and costs to be pursued in Federal District Court. To the extent permitted by law, you have agreed to settle any such grievance by arbitration and waived the right to recover attorney fees, punitive damages and trial of the issues by a Court.

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