

Wharton County Electric Cooperative, Inc.

Privacy Policy

Privacy for Web Visitors

One can visit our website with complete privacy. A website visitor can choose to provide customer-specific information by sending us e-mail or registering on a company website. Any information provided by a website visitor is held strictly confidential by Wharton County Electric Cooperative, Inc. or its authorized agent and will not be sold to any other organization or business.

Privacy for Internet Service Subscribers

Wharton County Electric Cooperative, Inc. Wireless' affiliated Internet service - Wirehand Wireless Internet - collects information from Internet subscribers or users as necessary to provide Internet access service. For example, web servers automatically recognize an Internet user's domain name (such as .com or .edu), the Web page from which a visitor enters our site and how much time a visitor spends on a web page. This information is currently not use used.

Types of Customer Information

On some Web pages users can make requests or register to receive information. Such customer-specific information will be used to fulfill the specific request or purpose for which it was provided.

Privacy of On-line Personal Information

No personal information obtained on-line is released outside of Wharton County Electric Cooperative, Inc. or its authorized agent, except with the customer's permission, as required by law, for safety reasons, or to survey customer satisfaction, under nondisclosure protection. We use the information provided when placing an order to complete that order. We do not share that information with outside parties except as necessary. We may also use that information to offer other products or services of interest. As required by law, Wharton County Electric Cooperative, Inc. customers may elect to unsubscribe from these offerings at any time. We do not sell customer information to any outside party.

Use of Customer Information

Information collected on-line may be used by Wharton County Electric Cooperative, Inc. or by an authorized agent to inform the user about services and products of potential interest. Customers might be contacted by telephone, direct mail or e-mail to keep them up-to-date on new products and services offered by Wharton County Electric Cooperative, Inc. or an authorized agent.

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Your Customer Proprietary Network Information Rights

In the normal course of providing your service, Wharton County Electric Cooperative, Inc. maintains certain information about your account. This information, when matched to your name, address and calling or originating billing telephone number, is known as your customer-specific "Customer Proprietary Network Information," or CPNI for short. Examples include the type of equipment you have, class of service, and billing and data usage records. Wharton County Electric Cooperative, Inc. currently does not use your CPNI to market additional services to you. As required by law, Wharton County Electric Cooperative, Inc. customers may elect to unsubscribe from these offerings at any time.

Access by Children

Wharton County Electric Cooperative, Inc. Web sites are not structured to attract children under the age of 16. Wharton County Electric Cooperative, Inc. believes there is no information on its Web sites that is inappropriate for viewing by children. Ordering services from Wharton County Electric Cooperative, Inc. is limited to adults named as the authorized party on the account for which the order is placed.

Other Web Sites

Wharton County Electric Cooperative, Inc. Web sites may contain links to other Web sites. We are not responsible for the content or privacy policies of other sites.

Data Security

Wharton County Electric Cooperative, Inc. has established appropriate physical, electronic and managerial safeguards to secure the information collected on-line. These safeguards are in place to prevent unauthorized access, maintain data accuracy and ensure only appropriate use of information.

Correction of Information

To request access to customer-specific information or to correct any inaccuracies, call Wharton County Electric Cooperative, Inc. Wireless at (979) 543-6271 during weekday business hours.

Location-Based Information

Wharton County Electric Cooperative, Inc. collects information about the approximate location of your Device in relation to our Wireless Internet Access towers and the Global Positioning

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System (GPS). We use that information, as well as package information to file any reports to the Federal Communications Commission (FCC) as required by them.

Updates

To improve the service Wharton County Electric Cooperative, Inc. offers, the information obtained about Web users may be revised in the future. This privacy statement will be updated to reflect any future developments in Internet business practices.