



INTERMEDIA

INTERMEDIA: Privacy Statement

Purpose

Intermedia has created this Privacy Statement in order to demonstrate our firm commitment to the privacy of our customers. This Privacy Statement sets forth our practices regarding the gathering and dissemination of certain information for Intermedia's websites and services ("Services").

Scope

This Privacy Statement only covers the information collected by the Services. The Services may contain links to third party websites and services. Intermedia is not responsible for the privacy practices, actions, or the content of such third party websites and services.

Children's Guidelines

Intermedia requires that all account holders be 18 years of age or older. Children are not provided access to any Services in which any personal data is collected beyond the collection of a visitor's IP address and session status. If Intermedia becomes aware that any child has accessed Intermedia's non-publicly available Services, the account through which the child has gained access will be terminated. No information should be submitted to or posted to Services by persons under 13 years of age. Intermedia does not knowingly collect personal information from children under the age of 13. All Intermedia services are open only to persons over the age of 18. If you believe Intermedia has collected any information from or about anyone under 13, please contact us immediately at privacy@intermedia.net.

Information Collection

Our Services use on-line forms to collect information your information, including contact information and financial information. Your contact information is used to contact you regarding the status of your account and to send you information about Intermedia services available. Financial information that we collect from you is used to bill you for your Intermedia account services.

Services also log IP addresses and other user session information to help diagnose problems with our servers, to administer and improve our Services, to facilitate marketing of Intermedia products, and to gather broad demographic and statistical information.

Cookies

Services use cookies to retain your session state during your logon to the HostPilot® Control Panel. You may opt out of the use of cookies by turning them off in your web browser. However, the use of cookies is necessary for the use of Intermedia's HostPilot® Control Panel.

Public Forums

Services make chat rooms, forums, message boards, and news groups available to our users. Please remember that any information that is disclosed in these areas becomes public

information and you should exercise caution when deciding to disclose your personal information.

Information Dissemination

Intermedia will release personal information about you as is reasonably necessary for the provision of Intermedia services for which you have subscribed. This includes, but is not limited to:

- provision of financial information to organizations such as VeriSign, PaymentTech, Signio and CyberCash for Intermedia billing purposes;
- provision of contact and software usage information to our software license providers for the purpose of software licensing compliance, licensing usage calculation, and billing purposes;
- provision of your account information to independent contractors providing services in support of Intermedia's delivery of services to you. (Note: all independent contractors to whom Intermedia provides account information are required to sign a non-disclosure agreement); and
- transfer information that you provide to apply for separate software licenses through Intermedia such as Miva Merchant. The information you provide to Intermedia to apply for separate software licenses or directly to the software licensor will be subject to the Privacy Statement of the licensor and not this Privacy Statement.

In addition, Intermedia may release personal information without your consent under the following circumstances:

- In response to subpoenas, court orders, or legal process, or to establish or exercise our rights to defend against legal claims;
- If we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, safety of person or property, violation of our policies, or as otherwise required by law; and
- If Intermedia, any of its Services or a related asset or line of business is acquired by, transferred to, or merged with another company

If you are located within the European Economic Area ("EEA"), your information may be transferred outside the EEA for processing. These countries may not have similar data protection laws to the EEA. If we transfer your information outside of the EEA in this way, we will take steps to ensure that your privacy rights continue to be protected. In addition, if you access the Services while you are outside of the EEA, your information may be transferred outside of the EEA in order to provide you with such access. Intermedia.NET, Inc. adheres to the European Safe Harbor principles as set forth by the United States Department of Commerce regarding the collection, use, and retention of personally identifiable information collected from citizens of the European Union. For more information, please visit <http://www.export.gov/safeharbor>.

Security

Services have security measures in place to protect against the loss, misuse, or alteration of the information under our control. Your contact and financial information is submitted via a secure (HTTPS) connection and stored in the Intermedia database protected by a firewall. Access to your information is restricted to authorized Intermedia personnel and contracting partners only.

Termination, Opting-out, Information Revision and Contacting Us

If you wish to terminate your account or opt-out of receiving communications from Intermedia which are not reasonably necessary for the provision of services to you, please contact Intermedia at the address below.

You may also revise your contact and financial information or terminate your account through the HostPilot® Control Panel.

Please note that you cannot unsubscribe from certain correspondence from us, including messages relating to your account. In addition, certain information may be required in order to use our Services; as such, the only practicable method to opt out of providing information in connection with the use of those Services would be to refrain from subscribing to or using those Services.

If you have any questions about this Privacy Statement, the privacy practices of our Services, or your dealings with our Services, you may contact:

Intermedia Legal
156 W 56th Street, suite 1601
New York, NY 10019
privacy@intermedia.net

Updates to Privacy Statement

Intermedia reserves the right to change these policies at any time. Any changes to the Privacy Statement will be posted to the Services, including at <http://www.intermedia.net/legal>.

Last Update: 04.09.09