

Equitable Internet Initiative Neighborhood Network Privacy Policy

Current as of 3/11/19

High-Speed Internet Service Privacy Policy

The Goal of the Equitable Internet Initiative (EII) is to ensure that more Detroit residents have the ability to leverage digital technologies for social and economic development. It will increase Internet access; increase Internet adoption; and increase pathways for youth into the opportunities of Detroit's burgeoning Innovation District. EII has adopted this policy in the furtherance of that goal.

I. Information We Collect

EII collects the following personally identifiable information, including:

- Name
- Address where Internet service is to be installed
- Phone number
- E-mail address
- Existing Internet speed (if any), and
- Dates and times for site surveys and installations

When calling or registering with a community coordinator, as appropriate, you may be asked to provide your: name, e-mail address, mailing address, and phone number. You may however, also visit our website anonymously.

Through the normal maintenance of the network, we collect the following information about your Internet connection:

- Customer premise equipment power status (on or off)
- Wireless signal strength between EII network and customer device
- Data throughput "speed tests" between the EII network and customer device, and
- Additional information necessary for EII to provide EII's services

II. Information We Do Not Retain

We do not collect the following information about you or your Internet service:

- Social security number, driver's license number, or other personally identifying data
- Websites visited, E-mails, or other private communications
- Total amount of data used on the network

- Information from anyone under 18 years of age

III. Why We Collect Information

Any of the information we collect from you may be used in one of the following ways:

- To maintain our own internal record of who is accessing the service
- To maintain our own internal record of where network equipment is installed
- To send periodic emails about network features, planned or unplanned network outages, or other issues.

Note: If at any time you would like to unsubscribe from receiving future emails, you may inform a Digital Steward or EII Representative via your preferred method of contact as listed in the “Contacting Us” Section at this end of this Privacy Policy.

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company or organization for any reason whatsoever, without your consent, other than for the express purpose of delivering the service requested.

IV. How We Protect Your Information

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information.

We offer the use of secure servers. All supplied sensitive information is transmitted via Secure technology and then encrypted into our Database to be accessed only by those authorized with special maintenance or administrative access rights to our systems, and who are required to keep the information confidential.

After any communications, your private information will be kept on file for up to 60 days in order to process any maintenance or service requests.

In the event of a data breach affecting your information, we will make every effort to notify you within 7 days or as soon as reasonably possible. All available means will be employed to retrieve or otherwise limit the data breach and to prevent any further breach.

V. Why We Use Cookies

Cookies are small files that a site or its service provider transfers to your computer’s hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information. Cookies can be used to track your browsing habits across multiple websites. Cookies are uniquely assigned to you and can only be read by a web

server in the domain that issued the cookie to you. Cookies can be used to run programs or deliver viruses to your computer or other device.

We use cookies to help understand and save your preferences for future visits, compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly or will be slower than normal.

VI. Disclosure Of Your Information

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless required by law. We may be required to release your information when we believe release is absolutely necessary to comply with the law, enforce acceptable use policies, or protect ours or other's rights, property, or safety.

VII. Record Retention

A. Identification of Internet Protocol Addresses:

- a. Some network equipment obtains an IP address using a dynamic system known as DHCP (Dynamic Host Configuration Protocol). EII maintains its dynamic IP address log files for a period of from zero to fourteen days. If asked to make an identification based upon a dynamic IP address that was used more than 14 days prior to records request, EII will not have information to provide.
- b. Due to the network architecture, EII allocates Static IP addresses to network subscribers (Resident). These network addresses are considered semi-permanent, in that the address does not change without EII technician intervention. As a result, all requests for subscriber information linked to a specific IP address are specific to a single subscriber. As noted above, we may be required to release subscriber information under certain circumstances; for example, when required to release the information by law.
- c. Record Retention Timeline - The following retention policies generally apply to frequently sought records:
 - Dynamic IP Assignment Logs: 0-7 Days
 - Static IP Assignment Logs: Indefinite
 - Preservation Requests: 90 Days

VIII. Legal Process Customer Notification Policy

- A. For civil legal process – It is EII’s policy to notify residents upon receipt of a civil subpoena demand of their account information. There is a two week wait period before disclosure of information.

EII will advise the resident that the information will be disclosed unless EII is in receipt of a document seeking a court approved protective order prior to the date on which EII must legally comply with the demand. EII will notify residents upon receipt of legal process.

- B. For criminal legal process – EII will notify residents upon receipt of criminal legal process seeking information about their accounts unless prohibited by law.

If and when EII receives any indefinite sealed legal process precluding notifying an EII resident, including a national security gag letter, EII will make every reasonable effort and does invoke statutory procedures to have a judge review.

Note: If due to emergency threat to life, or legal process prohibits notification, EII will notify Resident after emergency has ended, or once suppression order expires.

- C. User Content: EII will not provide user content without a U.S. search warrant.

- D. Required Information to be submitted with a request for information in either the criminal or civil legal process:

Subpoena, Court Order or Warrant
and,

- Subscriber IP
and/or,
 - Email Address
and/or,
Telephone Number
- And,

- E. Cost Reimbursement

EII reserves the right to require payment in advance from any organization requesting information as part of a legal process. EII also reserves the right to withhold delivery of information to the organization until payment is received, and to seek enforcement of charges. EII can provide non-binding estimates to the requesting parties. However, requesting parties that fail to pay charges must serve process by the registered agent within the appropriate state and requests for expedited response will not be granted.

- F. Cost Reimbursement Fees:

EII will provide an estimate upon request. Please e-mail all required documentation and state in subject, “Estimate Request”.

Civil Subpoenas:

- \$25.00 per resident or IP notification and processing fee and \$125.00 hourly fee. One hour minimum per resident or IP.

Criminal Subpoenas:

- \$125.00 hourly fee. One hour minimum per response.

Please Note: No charge for matters relating to child pornography or child endangerment investigations and investigations involving harassing or abusive calls, if documented when requested and unless expedited response is sought.

** Requests based on IP addresses must include date and time information including time zone.*

IX. Third Party Links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Below are the types of lawful basis that we will rely on to process your personal data:

A. Children's Online Privacy Protection Act Compliance

EII's website and services are not directed to people under the age of 18. EII's website and services are not intended for use by children under the age of 13. We do not knowingly collect information from children under the age of 13 although certain third party sites that we link to may collect information. These third-party sites have their own terms of use and privacy policies and we encourage parents and legal guardians to monitor their children's Internet usage and to help enforce the EII's Privacy Policy by instructing their children to never provide any personal information on websites without their permission.

In accordance with the provisions of the Children's Online Privacy Protection Act, in the event that we do inadvertently begin collecting any personal information or data from children under the age of 13, we will notify parents first, and will seek parental or guardian consent to collect, use and/or disclose certain personal information from children under the age of 13. A parent may review and have deleted their child's personal information, and may refuse to permit further collection of use of their child's information by contacting us as noted at the end of this Privacy Policy. Parents may consent to our collection and use of their child's personal information without consenting to the disclosure of that information to others.

B. Additional EU Privacy Disclosures

EII generally acts as the data controller of your information submitted through the EII's website in order to provide you with certain services; however, under certain circumstances vendors may engage EII to provide them with certain information owned or controlled by the EII. EII is

not responsible for any vendor's use of information for which it is the owner or controller. To learn more about how a vendor may use such information, you should review the vendor's privacy policy.

If you are situated in the EU and have any complaints regarding our privacy practices as data controller, you have the right to make a complaint at any time to your local Supervisory Authority. We would however, appreciate the chance to review and respond to your concerns before you approach your Supervisory Authority so please contact us in the first instances at one of the e-mails listed in the "Contacting Us" Section.

Provision of personal data and failure to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our services, education, etc.). In this case, we will not be able to provide services to you.

Legal basis for our processing of your personal data

Below are the types of lawful basis that we will rely on to process your personal data:

- *Legitimate Interest* means the interest of our business and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us at one of the e-mails listed in the "Contacting Us" Section.
- *Provide Educational Services* means enabling us to provide you with the most beneficial education services that the EII is able.
- *To Communicate with You* means that the EII may use the information collected to directly communicate with you.
- *To Provide You with Other Opportunities* means that the EII may provide your collected information to vendors which you may find useful.
- *To Create Statistical Data* means the EII may use the information collected to create additional statistical data which may or may not identify you individually to analyze the impact or usefulness of certain services available.
- *Comply with a Legal or Regulatory Obligation* means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that EII is subject.

C. Change of Purpose

EII will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to receive an explanation as to how the processing for the new purpose is compatible with the original purpose, please us at one of the e-mails listed in the "Contacting Us" Section.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Collection of Personal Data from Third Party Sources

EII does not collect personal data from third party sources.

Rights of EU Data Subjects

Under certain circumstances, you have rights under data protection laws in relation to your personal data, you have the right to:

- Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we have about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is not a good reason for us continuing to process it. You also have the right to ask us delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. It should be noted that we may not always be able to comply with your request of erasure for specific legal reasons which will be provided to you, if applicable, at the time of processing your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following circumstances: if you want us to establish the accuracy of the data, where our use of the data is unlawful but you do not want us to erase it, where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims, or you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information where you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We will try to respond to all legitimate requests within one month. Occasionally, it may take us longer than one month if your request is particularly complex or if you have made a number of requests. In this case, we will notify you and keep you updated.

To exercise your rights, please contact us at one of the e-mails listed in the “Contacting Us” Section.

Additionally, in a situation where a vendor is the data controller and you would like the vendor to delete information which they have collected about you, EII encourages you to contact the vendor directly. If you are unsuccessful in reaching the appropriate contract at the vendor, please do not hesitate to contact us at one of the e-mails listed in the “Contacting Us” Section.

X. Additional Terms and Conditions

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at:

<https://detroitcommunitytech.org/eii/graceinaction/network> (GIA)

<https://detroitcommunitytech.org/eii/blvdharambee/network> (BLVD)

<https://detroitcommunitytech.org/eii/newcc/network> (NEWCC).

XI. Network Neutrality

EII believes in the importance of Network Neutrality. For this reason, EII will adhere to the following guidelines:

- No Blocking: EII will not block access to legal content, applications, services, or non-harmful devices.
- No Throttling: EII will not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices.
- No Paid Prioritization: EII will not favor some lawful Internet traffic over other lawful traffic in exchange for consideration – in other words, not create “fast lanes.” EII will also not prioritize content and services of from partners or affiliates.

EII will work with upstream data providers to uphold the same standards.

XII. Changes to our Privacy Policy

If we decide to change our privacy policy for any reason whatsoever, we will post those changes on this page, send an email notifying you of any changes, and/or update the Privacy Policy modification date below.

XIII. Contacting Us

If there are any questions regarding this privacy policy you may contact us using the information below.

BLVD Harambee EII

<http://churchofthemessiahdetroit.org/blvd-harambee/>

231 East Grand Boulevard

Detroit, MI 48207

eiinfo@blvdharambee.org

248-796-1921

North End Woodward Community Coalition (NEWCC) EII

<https://www.northendwoodward.org/>

7700 2nd Ave Ste. 500

Detroit, MI 48202

internet@wnuc.org

313-236-4591 or 313-265-3431

To report any issues: call or text our NEWCC EII Help Desk at 586-315-8881, or email help@newcceii.on.spiceworks.com.

Grace in Action Collectives

<http://www.graceinactiondetroit.org/collectives/>

1725 Lawndale Street

Detroit, MI 48209

giahelp1@gmail.com

248-289-0263