

**EMILY COOPERATIVE TELEPHONE COMPANY  
POLICY BULLETIN NO. 5.103**

**June 22, 2023**

**SUBJECT: PRIVACY POLICY**

Emily Cooperative Telephone Company d/b/a Tremolo Communications is committed to protecting privacy. We will only use the information that we collect about our customers lawfully (in accordance with the Data Protection Act 1998). We collect information for 2 reasons: to process a request for service and to provide the best possible service. The type of information we will collect includes name, address, social security number, banking information to use our automatic payment process, passwords, and other information necessary to establish an account with us. The personal information which we hold will be held securely in accordance with our internal security policy and the law.

In the United States, CPNI (Customer Proprietary Network Information) is information that telecommunications services acquire about their subscribers. It includes not only what services they use but their amount and type of usage. The Telecommunications Act of 1996 together with clarifications from the Federal Communications Commission (FCC) generally prohibits the use of that information without customer permission, even for the purpose of marketing the customers other services. CPNI includes such information as optional services subscribed to, current charges, directory assistance charges, usage data, and calling patterns.

The CPNI rules do not prohibit the gathering and publishing of aggregate customer information or the use of customer information for the purpose of creating directories.

If you have any questions about privacy, please contact our office.