

Our Commitment to You

CCT Online understands how important it is to keep your personal information confidential, especially online. Our commitment to protecting your privacy is outlined in the policies below. Because our privacy policy may be updated periodically, we encourage you to review these pages on a regular basis. We value you as a member of our on-line community and want to put the Internet within your reach.

Information Collected and How It's Used

Your IP Address

An IP (Internet Protocol) address is automatically assigned to your computer every time you establish a connection via one of our modems onto the Internet. CCT Online uses your IP address to help diagnose problems with our modems, servers and routing equipment and to administer our web site. The IP address that you use links your computer to an identifiable IP address which allows us to trace your personal information if required either to investigate abuse of our Acceptable Use Policy or when required by law enforcement agencies.

Cookies

In computer language, a cookie is used to store data on your computer's hard drive. We never use cookies to capture or contain personal information from your computer. The only personal information CCT Online has is what you give to us.

This policy does not cover the use of cookies by any content partner or advertiser who may be on the CCT Online Web site. CCT Online uses content partners to provide information and services to our members, and these content partners may use cookies. While CCT Online has control over cookies placed on the parts of our Web site resident on the CCT server, our content providers and advertisers may collect and deliver cookies received with certain services or banner ads, and we do not have access to their information.

Your Account

When establishing an account with CCT Online you will be asked for various pieces of personal information. We also ask you to provide us some demographics information. Providing such information is optional, however, the more we know about you the better we can provide the products and services you want most, and you can receive the full benefits of our service.

We use your customer contact information to respond to your e-mail requests and to reach you if we need additional information to complete your product request. Any financial information collected is used only for billing products and services you purchase at CCT Online. We may also contact you about promotional or upcoming events, or to take part in on-line focus groups or surveys. You may opt-out of these mailings as outlined below.

You control all your personal account information and you can update it at any time. Simply call our Customer Support Team at 1-866-339-7100 or contact support@cctonline.net to update, change or remove your information.

The CCT Online Web site includes links to independent, third party Web sites. CCT Online is not responsible for the privacy practices or the content of such Web sites.

Indemnity

Customers and Users agree to defend, hold harmless, and expeditiously indemnify CCT Online from any liability, claim, loss, damage, or expense arising out of the Customer's or User's breach or violation of any term, condition, or covenant contained in this Agreement or resulting from the use of any CCT Online Network System or Service.

Additional Information Collected

When you make a purchase at CCT Online you will be asked to supply your name, address, and credit card information. This information will be stored and used to fill your order. If necessary, we may use this information to reach you if we need additional information to complete your order.

Any personal correspondence you send to us, including e-mail and letters, as well as correspondence from other customers or third parties about your activities or postings pertaining to CCT Online, and all entries made by you onto our site may be collected and stored. Any notes, ideas, suggestions, or other material submitted by guests becomes the property of CCT Online.

CCT Online may run contests where we ask guests for contact information such as e-mail or physical addresses. We use contact data from our contests to send guests information about CCT Online, as well as promotional material from some of our partners. You may opt-out of receiving future mailings as outlined below.

Unsupervised Children

Children 17 and under are not eligible to use CCT Online without the participation and supervision of a legal parent or guardian. CCT Online is not a site meant for children, and we do not provide privacy measures designed to protect children when using the Internet unsupervised.

Expunging Your Information From Our Records

You may e-mail billing@cctonline.net or use one of the alternate contact methods listed below to remove your contact information from our database provided we have canceled your account more than 18 months ago and have a zero balance on your account. Please note, however, that information is never completely removed from our history and disaster recovery archives. We also need to retain sale information for tax records.

Disclosure of Information to Third Parties

Personal Information

CCT Online defines personal information as your name, e-mail address, mailing address, method of payment, and any other information that identifies you.

CCT Online, our suppliers and shippers use your personal information to process and ship your orders. CCT Online does not sell, trade, rent, or release your personal information to third parties. If we were to ever do so, you will have the opportunity to opt-out beforehand.

Legal Issues

CCT Online discloses personal information when required by law or in the good-faith belief that such action is necessary for the following:

To conform to the edict of the law or comply with a legal process served on CCT Online or its Web site.

To protect and defend the property rights of CCT Online, the CCT Online Web site, or that of CCT Online guests.

Or to act under exigent circumstances to protect the personal safety of CCT Online guests, employees, or the general public.

Other Sites' Policies CCT Online has no control over, nor does it bear any of the responsibility for the privacy policies and/or content of any sites or advertisers linked to or on our site. CCT Online also takes no responsibility for the cookies these sites or advertisers might deposit on your hard drive.

Safety and Security

Credit Card Security

CCT Online protects such personal information as your name, address, and credit card number by transferring it over a Secure Socket Layer (SSL) line. This protocol ensures your information is encrypted and cannot be read by others as it travels over the Internet. The secure mode begins as soon as you initiate your order. You should see a locked padlock icon at the bottom of your browser window to indicate you are on a Secure Socket Layer Line. You can also verify you are in secure mode by looking at the URL window in your browser. When accessing a secure server, the first characters of the site address will change from "http" to "https."

After we receive the data at CCT Online, it is stored on a secure server and steps are taken to ensure that your information cannot be accessed from outside the company. The CCT Online employees who process your order are the only people with access to your personal information. All CCT Online employees sign a privacy/security policy agreement, which provides legal confidentiality protections for all CCT Online guests. Any violation of this policy results in disciplinary action, including possible termination, criminal prosecution, and civil action.

Your Consent & Contacting Us

Your Consent

By using the CCT Online service and accessing our web site, you consent to the collection, storage, and dissemination of personal data as described above. We will post any changes to our privacy policy on this page so you can readily review the most current policy. CCT Online reserves the right to e-mail you regarding changes to our privacy policy or any other matters CCT Online considers necessary for the administration of the site.

How To Contact Us

If you have any questions regarding our privacy policy please contact support@cctonline.net. You can also use this e-mail address to:

Opt-out of receiving promotional offers and updates about the site.

Opt-out of allowing your information to be disclosed to third parties.

Notify us of updates to any of your personal account information.

CCT Telecomm
1106 E. Turner Road
Lodi, CA. 95240
1-800-480-4228
Fax: 209-368-1252