

Privacy Policy

Cywest considers the privacy of its information, and that of its customers and affiliates, to be a serious matter. This Privacy Policy applies to all persons and entities (collectively, "customers") using the products and services of Cywest Communications, Inc., ("Cywest") including Internet and Infrastructure services. The policy is designed to protect the security, integrity, reliability, and privacy of both the Cywest network, cloud infrastructure, and the products and services Cywest offers to its customers. Cywest reserves the right to modify this policy at any time, effective immediately upon posting of the modification. Your use of Cywest's products and services constitutes your acceptance of the Privacy Policy in effect at the time of your use. You are solely responsible for any and all acts and omissions that occur during or relating to your use of the Service, and you agree not to engage in any use of the service that would breach this Privacy Policy.

Uses That Are Prohibited

Unacceptable use includes, but is not limited to, any of the following:

1. Any method, transmission, acts of snooping, or attempt to hack and intercept data that belongs to either Cywest, Cywest Customers, or Cywest Partners and Affiliates.
2. Installation or distribution of software intended create security holes or backdoors in an attempt to degrade the security measures enforced by Cywest.
3. Introduction of malicious programs into the Cywest network or servers or other products and services of Cywest (e.g., viruses, trojan horses and worms).
4. Causing or attempting to cause security breaches. Examples of security breaches include but are not limited to accessing data of which the customer is not an intended recipient, or logging into a server or account that the customer is not expressly authorized to access. Examples of disruptions include but are not limited to port scans, flood pings, packet spoofing and forged routing information.
5. Executing any form of network monitoring that will intercept data not intended for the customer.
6. Failing to comply with Cywest's procedures relating to the activities of customers on Cywest-owned facilities.

Enforcement

Cywest may immediately suspend and/or terminate the customer's service for violation of any provision of this policy upon verbal or written notice, which notice may be provided by voicemail or E-mail. Prior to suspension or termination, Cywest attempts to work with our customers to cure violations of this policy and ensure that there is no re-occurrence; however, Cywest reserves the right to suspend or terminate based on a first offense. Cywest reserves the right to charge fees arising from management or handling of complaints related to alleged violations of the Privacy Policy.

Electronic Communications Privacy Act Notice

Cywest makes no guarantee of confidentiality or privacy of any information transmitted through or stored upon Cywest technology, and makes no guarantee that any other entity or group of users will be included or excluded from Cywest's network. In addition, Cywest may periodically monitor transmissions over its network for maintenance, service quality assurance or any other purpose permitted by the Electronic Communications Privacy Act, P.L. No. 99-508, as amended.

Questions?

If you are unsure of whether any contemplated use or action is permitted, please contact Cywest through the Cywest ticketsys portal or cell phone app.