

Mediacom Communications Corporation Privacy Policy

Effective: January 1, 2023

INTRODUCTION

This Privacy Policy helps explain how Mediacom Communications Corporation (“Mediacom,” “we,” “us,” or “our”) collects information when:

- You subscribe to, access or use Mediacom internet, cable, phone or digital home services (“Services”)
- You use or access our websites, applications, or other digital properties owned and/or controlled by Mediacom (“Sites”)
- You interact with Mediacom, whether in person or by phone, email, SMS text, or chat (“Communications”)
- We collect your information from certain third parties, such as our service providers (“Third Parties”)

Below is a quick guide to what is contained within this Privacy Policy:

- [WHEN THIS PRIVACY POLICY APPLIES](#)
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WHEN THIS PRIVACY POLICY APPLIES ([back to top](#))

This Privacy Policy applies to our Services, the Mediacom Sites where it is posted, your Communications with Mediacom, and when we collect your information from Third Parties. Some Mediacom Services may have additional privacy practices that may be described to you in different ways. To the extent there is a conflict between this Privacy Policy and a Service-specific privacy policy, the Service-specific policy or agreement will control with respect to that Service.

This Privacy Policy does not apply to non-Mediacom services or websites and apps that you may access or use through Mediacom Services. For example, if you are a Mediacom internet customer and you visit a third-party website, the privacy policy for that website will apply, or, if you are a Mediacom video customer and you use another company’s streaming service, the privacy policy of that streaming service will apply. You should read those third-party privacy policies and understand their privacy practices.

INFORMATION COLLECTION PRACTICES ([back to top](#))

This section describes: (1) what information we collect; (2) how we use that information; (3) how we store that information, and (4) how we secure the information.

If you are a California resident, see “[California Resident Notice](#)” below.

WHAT INFORMATION DO WE COLLECT? ([back to top](#))

Depending on the Services or Mediacom Sites you use, and the nature of our Communications with you and Third Parties, we may collect a variety of pieces of information about you.

Information You Provide to Us Directly

We collect information that you provide to us directly when you use our Services, Mediacom Sites, and when you Communicate with us. Such information includes, but may not be limited to:

- Contact information, including your name, address, email address, phone number (cell phone and/or landline) and other information you provide that allows us to contact or identify you.
- Account information, including your Mediacom username and password, information about the Services to which you subscribe, Service options you have chosen, orders you place, and payments you make as well as records of communications you have with Mediacom regarding your Services.
- Demographic and location information, including information about your age, gender, zip code, country, and location of your Mediacom devices.
- Account history, such as history of payments made, Services obtained, Sites visited, and other related Mediacom account information.
- Financial information such as your payment card number or bank account information that you use to pay your Mediacom bill.
- Sensitive information, including your social security number, driver's license number or other government issued identifier.
- Legal documents, such as documentation providing another with the authority to act on your behalf.

Information We Automatically Collect from Your Devices

We collect information automatically when your devices are connected to the Mediacom network so we may provide our Services and Sites, including through the use of cookies and other tracking technologies. Such information includes, but may not be limited to:

- IP address, which from time to time is assigned to a customer account for a period of time;
- Device data, including metrics generated from the use of devices on the Mediacom network. This information describes how a device is operating on our network so that Mediacom can prevent, identify, and solve network or device issues; and
- Network data, which is technical data about our network that is produced because a device is interacting with Mediacom's network.

Information We Collect About Your Account's Use of Services and Sites

We collect certain information about your account's use of the Services and Sites as well as information about the health and integrity of our network when your account uses our Services and Sites. Please note, most of this information is collected as the household level, meaning we may not know which user has generated the data and it is only available on the account level relating to your household. Examples of such information include but may not be limited to:

- Mediacom cable service, including:
 - TV viewing history, including the channels and programs to which your device was tuned, how long the device remained there and whether pause, fast forward or rewind functionalities were used, if allowed.
 - Video-on-demand (VOD) history, including which videos were ordered, date and time such VOD history was ordered and watched, and whether pause, fast forward or rewind functionalities were used.
 - Pay-per-view (PPV) history, including which videos were ordered, date and time such PPV program was ordered and watched, and whether the pause, fast forward or rewind functionalities were used.
 - Voice commands and audio recordings made through voice activated devices that are part of the Services, such as the voice remote or our app-based remote.
- Mediacom internet service, including:
 - IP address, device identifiers, and network equipment addresses when devices connect to our Services, and other device information, including information about devices provided by other companies from which there is use of our internet service.
 - Domain Name System or "DNS" lookups and network traffic activity. The DNS can be thought of as a phonebook for the internet. When a user browses the internet, we need to collect the DNS search or lookup to get the user to the website selected.
 - Bandwidth usage information, including how much of the account's monthly data usage allowance has been consumed (if applicable).
- Mediacom phone service, including:
 - The quantity, technical configuration, type, features, call history, and amount of use of voice services.
- Mediacom digital home service, including:
 - Video and audio recordings (if such features have been turned on) when Digital Home security and automation is used.
 - Usage information, including alarm status, a date and time log of system activations and deactivations, settings and "rules" chosen on the account.

- Alarm detail and history and status history of any monitored devices such as thermostat settings and internal temperatures.
- Mediacom Sites, including:
 - User activity information, including where users navigate, what searches are conducted, and how long a user engages with our Sites.
 - Interactivity data with our Sites using session replay technology and other related technologies such as cookies and tracking pixels to recreate a user's experience on our Sites for marketing and related purposes and to otherwise track user behavior on our Sites for various purposes, including ad measurement.
 - Any information you voluntarily provide while on the Sites.
 - The ID of the device and browser being used to visit our Sites.

Information We Obtain From Third Parties

Sometimes we may obtain information from third parties, such as our service providers. This information includes, but may not be limited to, your contact information (e.g., name, email address, address, phone number) and certain demographic information about you and your household.

HOW DO WE USE YOUR INFORMATION? ([back to top](#))

- To provide and improve our Services and Sites, including to:
 - Deliver, maintain and improve our Services and Sites.
 - Create and maintain Mediacom accounts, including activating the Services and for billing and debt collection purposes.
 - Help verify identity, prevent fraud, determine whether you have existing debt with Mediacom or whether you are eligible for certain promotional offers.
 - Fulfill your requests for new Services or changes to existing Services, and process requested changes to your Mediacom account.
 - Provide you with technical and customer service support relating to the Services and Sites.
 - Authenticate and provide access to the Services, Sites, and your Mediacom account.
 - Update, upgrade, repair and replace any Service equipment or devices owned by Mediacom and used to provide or receive the Services and Sites.
- To Communicate with you, including about service-related information, such as: Monthly billing statements.
 - Service appointment reminders.
 - Network outage alerts.
 - Service terms and conditions, including any changes made from time to time.
 - Important service-related notices and announcements.
 - Service and customer service surveys.
 - Provide information regarding our office locations and internet hotspots.
- To create business and marketing reports, including to analyze and provide insight into:
 - What Services and Sites our customers are using.
 - How long customers are using our Services and Sites.
 - How some of our Services and Sites are accessed.
 - What additional Sites and Services may be of interest to our customers and to study trends in subscribership (connects and disconnects).
- To enforce our policies and terms, investigate actual or suspected illegal or fraudulent activity, and to manage and secure our Services and Sites, such as:
 - Preventing fraud, detecting unauthorized reception, use and abuse of the Services and Mediacom Sites.
 - Protecting our legal rights, our personnel and property.
- To advertise and market products and services to you, including but not limited to:
 - Determine which addresses do not currently subscribe to Services and send marketing or advertising to those homes.
 - Analyze the Services that customers currently receive and send marketing or advertising about other Services we offer.
 - Tailor our marketing and advertising based on demographic information from third parties about a particular geographic area.
 - Combine with contact information we obtain from third parties or that is publicly available; for example, when visiting our Sites, we collect device ID and may ask a third-party service provider to match that device ID to postal address and then send marketing or advertising to that address.
 - Using third party service providers cookies and related technologies for the purposes of providing targeted advertising to you from time to time. Please note, these third parties may use tracking technologies to collect information about your visits to our Sites and interaction with our Services. These third parties may also use information about your visits to other websites not owned by us to deliver to you interest-based advertisements for other products and services and to gauge the effectiveness of advertisements. We also allow third parties to display advertisements on our Sites. These third parties may also use tracking

technologies to collect information about you when you use the Sites and may collect information about your online activities over time and across different websites and other online services, and across devices that you use to access the websites and mobile applications. For information about how to limit the use of your information for these purposes, see the "[Your Choices](#)" section below.

- To Comply with applicable federal and state laws and regulations and applicable legal requirements.

HOW DO WE SHARE YOUR INFORMATION? ([back to top](#))

- In ways to which you consented to, including:
 - When you provide consent through click-through or other types of online agreements.
 - When you consent in writing.
 - When you consent orally over the telephone.
- With account owners and other authorized users, including to:
 - The primary Mediacom account owner.
 - Any other authorized users on the account who are authorized to receive or see information relating to the account.
- With our service providers, including to provide and support the Services and Sites. These service providers include:
 - Billing and collection providers. These include payment processors and organizations that assist us in assessing your credit and payment status and help us collect debts owed to Mediacom.
 - Accounting, auditing, and tax advisors, as well as other professionals.
 - Insurance providers who may help us with issues regarding property damage.
 - Professional services providers, such as firms that provide consultative services, assist with improving our programming, provide legal services, or supply project-based resources and assistance.
 - Analytics services, including entities that analyze traffic to and on our Sites, analyze how our Services are used, and assist with identifying and communicating with potential customers. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our Services, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online.
 - Marketing, advertising, and sales partners that assist us in creating and executing marketing, advertising, and sales programs, including order application processing, and printing, mailing, and electronic communications services.
 - Security providers, such as entities that assist with security incident verification and response, service notifications, fraud prevention, identity verification and management, and authentication.
 - Information technology providers, such as entities that assist with website design, hosting, and maintenance, data and software storage, and network operations.
 - Customer service support partners, including those providing services related to our call centers, installation, maintenance, and repair services.
- With social media companies, such as Meta (Facebook) and Google who interact with our Services and provide functionality through our Sites and Services. For example:
 - If you click on a Facebook "like" button, such action may publish to your Facebook account that you "like" one of our Services. Social media companies may also provide us with advertising services and may collect information from your use of our Sites and Services directly.
- With other Third Parties, such as:
 - Consumer reporting agencies. These agencies may be subject to other laws, including the Fair Credit Reporting Act. These disclosures may include information that helps validate your identity, such as your name, current and former addresses, contact information, Social Security number, government-issued identifiers, your payment history and account status, and other identifying information.
 - Public safety authorities. We may share your information with third-party law enforcement or public safety officials if so required and appropriate.
 - In a business transfer. We may disclose, share, or otherwise make available your information as part of a business transaction, such as a merger or acquisition, joint venture, corporate reorganization, financing, or sale of company assets, or in the unlikely event of insolvency, bankruptcy, or receivership, in which such information could be transferred to third parties as a business asset in the transaction.
 - For legal process and protection. We may disclose, share, or make available your information to satisfy any law, regulation, legal process, governmental request, or where we have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to: (1) enforce or apply agreements; (2) protect our rights or those of others; (3) protect the

health and safety of your or others or other exigent circumstances; (4) in connection with claims, disputes, or litigation; (4) to protect our Sites, Services, and others from fraudulent, abusive, or illegal activity; and (5) facilitate or verify the appropriate calculation of taxes, fees, or other obligations based on local, state, or federal requirements.

HOW LONG DO WE KEEP YOUR INFORMATION? ([back to top](#))

We keep your information for so long as is necessary depending on the type of information and the business and legal requirements. We destroy, de-identify, or anonymize the information when it is no longer needed in identifiable form.

HOW DO WE SECURE YOUR INFORMATION? ([back to top](#))

We use reasonable security, including technical, physical and administrative controls, to secure the information we collect and maintain. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose information Mediacom collects and maintains.

PRIVACY RIGHTS OF MINORS ([back to top](#))

You must be at least 18 to subscribe to Mediacom Services. Our Sites are intended for a general audience and are not directed to children less than 13 years of age. Mediacom does not knowingly collect personal information, as defined by the U.S. Children's Online Privacy Protection Act ("COPPA"), from children.

California minors have certain additional rights detailed in [Additional California Rights](#) section below.

LINKS TO THIRD PARTY SITES ([back to top](#))

Our Sites from time to time may contain links to third -party websites and services. These links are provided for your convenience and information only and may operate independently from us and have their own privacy policies and notices. You are strongly encouraged to review such policies or notices. We do not endorse or make any representations or warranties concerning those third-party sites or notices or have any responsibility regarding these third party sites .

DO NOT TRACK ([back to top](#))

Some browsers support a "Do Not Track" feature, which is intended to be a signal to websites that you do not wish to be tracked across different websites you visit. Our normal tracking activities on our Sites do not currently change the way they operate based upon detection of a "Do Not Track" or similar signal.

FEDERAL LAW DISCLOSURES ([back to top](#))

The Cable Act

- This Privacy Policy is designed to comply with Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act"). The Cable Act permits Mediacom to use its cable system to collect personally identifiable information ("PII") about you. PII is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. The Cable Act allows us to collect PII when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect PII about you for additional purposes with your prior written or electronic consent. The Cable Act does not restrict us from collecting, using and disclosing information that is de-identified, anonymous or aggregate.
- The Cable Act permits Mediacom to disclose PII if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your right to opt-out of us sharing your name and address. At this time, we do not provide customer names and addresses with third parties for their own marketing or other purposes. If we decide to do this in the future, we will provide you notice and an opportunity to opt-out of such sharing. The frequency of any disclosure of PII varies in accordance with our business needs and business purposes as described in this Policy.
- If you are a Mediacom cable subscriber, you may request access to the PII that Mediacom has collected and maintained about you. In order to request such access, 1-855-633-4226. You may review only your PII and may request that Mediacom correct errors. Mediacom reserves the right to charge the reasonable cost of retrieving and photocopying documents, where permitted by law.
- If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly at Mediacom Communications Corporation, 1 Mediacom Way, Mediacom Park, NY 10918 to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to PII through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.
- This Privacy Policy neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

The Communications Act and CPNI

- Section 222 of the Communications Act of 1934, as amended (the “Communications Act”), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services and the information about those services contained on your bills for those Services. This information is known as customer proprietary network information or “CPNI.” CPNI does not include your name, address, or telephone number, which is defined by the Communications Act as “subscriber list information.” However, that information is otherwise considered personally identifiable information.
- If you are a customer of Mediacom phone Service, or another Service that is subject to these requirements, you have the right, and Mediacom has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI.
- If you make a written request for a copy of your CPNI, we will disclose the relevant information we have to the address we have for your account, or to any person authorized by you, if we reasonably believe the request is valid. For access to your CPNI by telephone or online, we require that you first authenticate your identity using a password or passcode. We do not generally provide our customers with records of calls received, records that are only in our archives, other records that we do not furnish as part of a telephone bill or any other information that we do not create or maintain in the ordinary course of business unless there is a court order or similar legal process requiring such disclosure.
- In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors’ directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by us.
- Mediacom reserves the right to charge you for the reasonable cost of retrieving and photocopying any information or documents that you request, where permitted by law.

YOUR CHOICES ([back to top](#))

- Federal law rights. Under the Cable Act and Communications Act, you have certain rights. To learn more, click [here](#).
- Opt-Out of Communications from Mediacom. If you would like to stop receiving promotional messaging, special offers, or other communications from Mediacom, you can opt-out of any text message or e-mail you receive or contact us to be placed on our do not call or communicate list.
- State Specific Rights. If you are a California resident, you have additional rights and choices surrounding your information, such as a right to know, right to delete, right to correct, and right to opt-out of the sale or sharing of your personal information. Click [here](#) to learn more.
- Opt-Out of Online Advertising / Analytics. You may opt-out of personalized advertising and analytics on Mediacom Sites by using our Cookies Manager Tool located at <https://mediacomcable.com/legal/cookies-notice/> . In addition, the Network Advertising Initiative (NAI) provides information about the use of your information for online advertising by third party websites you visit and your ability to opt-out. Please visit http://www.networkadvertising.org/managing/opt_out.asp for more information. If you opt-out of interest-based ads, you will still see ads on websites you visit, but those ads will not be based on your browsing behavior. Some browsers have a 'do not track' feature that lets you tell websites that you do not want to have your online activities tracked. These features are not yet uniform, so our Site is not currently designed to respond to those signals. Please note that opting-out of advertising networks services does not mean that you will not receive advertising while using our Sites or on other websites, nor will it prevent the receipt of interest-based advertising from third parties that do not participate in these programs. It will, however, exclude you from interest-based advertising conducted through participating networks, as provided by their policies and choice mechanisms.

Some of our Sites also use Google Analytics, a web analytics service provided by Google, Inc. Google Analytics uses cookies or other tracking technologies to help us analyze how users interact with and use our Sites. The technologies used by Google may collect information such as your IP address, time of visit, whether you are a return visitor, and any referring website. The websites do not use Google Analytics to gather information that personally identifies you and Google has committed not to re-identify the information it collects without your affirmative consent. The information generated by Google Analytics will be transmitted to and stored by Google and will be subject to Google’s [privacy policies](#). To learn more about Google’s partner services and to learn how to opt out of tracking of analytics by Google click [here](#). Similarly, you can learn about your options to opt-out of mobile app tracking by certain advertising networks through your device settings. For more information about how to change these settings for Apple, Android or Windows devices, see: Apple: <http://support.apple.com/kb/HT4228>; Android: <http://www.google.com/policies/technologies/ads/>.

- CPNI. When you initiate an interaction with one of our representatives, such as a phone call or a chat, we may ask for your oral consent to our use of your CPNI for the purpose of providing you with an offer for other products or services, such as the cable video service. If you consent, we may use your CPNI for the duration of such interaction to offer you those additional products and

services. If you subscribe to certain Services, we would like to use the CPNI information we have on file to provide you with information about products and services or special promotions for other communications-related products and services to which you do not already subscribe. You have the right to restrict this use of CPNI. If you deny or restrict your approval for us to use your CPNI, you will experience no effect, now or in the future, on how we provide any services to which you subscribe. We will wait at least thirty days from the date we first provide notice to you, as a subscriber of the Services, before we use your CPNI for this purpose. During that time and at any time after, you may opt-out of our use of your CPNI for these marketing purposes by calling us at the number provided on your monthly billing statement.

CALIFORNIA RESIDENT NOTICE ([back to top](#))

CALIFORNIA CONSUMER PRIVACY ACT (CCPA)

Key Definitions

- Personal information. Information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, to you or your household.
- Sensitive personal information. Social security number, driver's license number, state identification card, passport number, account log-in and password, financial account and password, debit or credit card number and access code, precise geolocation information, race, ethnic origin, religious or philosophical beliefs, union membership, the content of your mail, email or texts other than those communications with us, genetic data, biometric information, health information, and information that concerns your sex life or sexual orientation.
- Sell, sale, or sold. Selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or other means, your personal information to a third party for money or other valuable consideration.
- Share, shared, or sharing. Shearing, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or other means, your personal information to a third party for cross-context behavioral advertising, whether or not for monetary or other valuable consideration.

Your Rights

Right to Know Personal Information Collected

California consumers have the right to request that Mediacom disclose the following information about its collection and use of the Consumer's personal information:

- The categories of Personal Information we have collected about the Consumer.
- The categories of sources from which the Consumer's personal information was collected.
- Our business or commercial purpose for collecting, selling or sharing the Consumer's personal information.
- The categories of third parties to whom we disclosed the Consumer's personal information.
- The specific pieces of personal information we collected about the Consumer.
- If we sold or shared the Consumer's personal information or disclosed it to a service provider for a business purpose, two separate lists disclosing:
 - The categories of personal information which Mediacom has sold or shared and the categories of third parties whom the personal information was sold or shared and
 - The categories of personal information that Mediacom disclosed for business purpose and the categories of persons to whom it was disclosed.

Right to Correct Personal Information Maintained

California consumers have the right to request that Mediacom correct inaccurate personal information that it maintains. Mediacom shall use commercially reasonable efforts to correct the inaccurate personal information, taking into account the nature of the personal information and the purposes of the processing of the personal information.

Right to Delete Personal Information

California consumers have the right to request that Mediacom delete, subject to certain exceptions, any of their personal information that it collected from the consumer. Mediacom will delete (and, to the extent necessary, notify our service providers about the deletion request) the personal information from our records, unless an exception applies.

We may deny a deletion request, or refrain from deleting certain personal information, if retaining the personal information is reasonably necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that consumer requested, take actions reasonably anticipated by the consumer within the context of our ongoing business relationship with the consumer, or otherwise perform our contract with the consumer.
- Help to ensure security and integrity to the extent use of the consumer's personal information is reasonably necessary and proportionate for those purposes.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise that consumer's free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).

- Engage in public or peer-reviewed scientific, historical, or statistical research that conforms or adheres to all other applicable ethics and privacy laws, when the business's deletion of the information is likely to render impossible or seriously impair the ability to complete such research, if consumer previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on the consumer's relationship with Mediacom and compatible with the context in which the consumer provided the information.
- Comply with a legal obligation.

Right of Non-Discrimination

We will not discriminate against a consumer for exercising any consumer right under the CCPA or CPRA, including but not limited to:

- Denying goods or services to the consumer.
- Charging different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Providing a different level or quality of goods or services to the consumer.
- Suggesting that the consumer will receive a different price or rate for goods or services or a different level or quality of goods or services.

Right to Opt-Out of the Sale or Sharing of Personal Information

California consumers have the right to opt-out of the sharing of personal information for cross contextual behavioral advertising. This opt-out may be done by:

- Using a preference opt-out signal in a format commonly used and recognized by businesses to automatically opt-out of the sharing of personal information with all businesses the consumer interacts with online without having to make individual requests with each business.
- Using our Cookies Manager Tool located at <https://mediacomcable.com/legal/cookies-notice/>

How a California Consumer Can Exercise their CCPA Rights

To exercise the rights described above, please submit a consumer request to us by either:

- Calling us at 833-998-1824.
- Visiting <https://support.mediacomcable.com/ccpa>

Consumers may only make a consumer request (of each type) twice within a 12-month period. The consumer request must:

- Provide sufficient information to allow us to reasonably verify that the consumer is the person about whom we collected personal information or an authorized representative.
- In verifying identity, if the consumer is a Mediacom customer, Mediacom will match the identifying information provided by the consumer to the personal information Mediacom maintains on the consumer's Mediacom account. If the consumer is not a Mediacom customer, Mediacom will use a third-party identity verification service which will ask the consumer a series of questions to verify the consumer's identity. Mediacom requires that at least three (3) of the five (5) questions are answered correctly to meet a reasonably high degree of certainty that the consumer is the consumer whose personal information may be accessed, corrected or deleted.
- Indicate your request so that Mediacom can properly understand, evaluate, and respond to it (for example, is the request to know, correct or delete personal information).

We cannot respond to your request if we cannot verify your identity or authority to make the request and confirm that the personal information relates to you. If you are making a request on behalf of a California consumer, please download the following two forms and follow the instructions on each form:

- [CCPA California Consumer Permission to Authorized Agent](#)
- [CCPA California Consumer Request by Authorized Agent.](#)

Consumers are not required to create an online account with Mediacom to make a consumer request.

We will only use personal information provided in a consumer request to verify the requestor's identity or authority to make the request.

We endeavor to respond to a consumer request within forty-five (45) days of its receipt. If we require more time, we will inform the consumer of the reason and extension period in writing.

Consumers may choose to have our written response delivered by mail or electronically (via email). Consumers who are Mediacom customers will receive our written response in their Mediacom "MY ACCOUNT" if the customer has one, or by mail or electronically, at the consumer's option.

Mediacom reserves the right to charge a fee to process or respond to a consumer request if it is excessive, repetitive, or manifestly

unfounded. If we determine that the request warrants a fee, we inform the consumer why we made that decision and provide the consumer with a cost estimate before completing the request.

Notice at Collection

The following is a list of the categories of personal information Mediacom has collected about California residents in the 12 months preceding the date this Privacy Policy was last updated, as well as additional information about those categories.

- Identifiers* (Includes Sensitive Personal Information): Includes information such as your name, signature, alias, postal address, and telephone number, unique personal identifier, online identifier, IP address, account log-in, email address, account name, social security number, driver’s license number, passport number. Sensitive personal information within this category includes your social security number, driver’s license number, state identification number, and passport number.
- Personal Characteristics* (Includes Sensitive Personal Information): Includes information such as your age, race, ethnicity, gender expression, or gender identity, and reproductive health decision making. Sensitive personal information within this category includes information about your race, sex life, or sexual orientation.
- Financial Information* (Includes Sensitive Information): Includes information such as your Mediacom account name and log-in information, bank account number and access code, and credit card and debit card number and access code. Sensitive personal information in this category includes your account log-in and password, bank account number and access code, and credit card and debit card number and access code.
- Internet or other Electronic Network Activity Information: Includes information described [above](#).
- Commercial Information, such as records of your Products considered and purchased.
- Audio, Electronic, Visual, Thermal, and Related Information: Includes information such as photographs, video recordings, recorded messages, and in some cases personal temperature where appropriate.
- Inferences, derived from the above information.

Question	Answer
How do we collect these categories of personal information?	See What Information Do We Collect?
Does this include sensitive personal information?	Yes. *Denotes which categories may include sensitive personal information. The sensitive information we may collect includes your social security number, driver’s license number, state identification number, passport number, account information, financial account information, and depending on the circumstances your race, ethnic origin, religious or philosophical beliefs, union membership, health information, and information that concerns your sex life or sexual orientation.
Is the information “sold” or “shared”?	Yes. We make available your IP address and other persistent online identifiers to our advertising partners. In some instances, this transaction may constitute a “sale” or “sharing” of your personal information under California law. See Do Not Sell or Share My Personal Information for more details.
What is our business purpose for collecting your information?	See How Do We Use Your Information?
Who do we disclose this information to?	See How Do We Share Your Information?
How long do we keep this information?	We keep the information identified above for so long as is reasonably necessary and proportionate to the original purpose for which we collected the information. We base our criteria in determining appropriate retention periods on regulatory and legal requirements, contractual requirements, business needs, and the expectations of you.

Notice of Disclosure for a Business Purpose

The following is a list of the categories of personal information Mediacom has disclosed about California residents for a business purpose in the 12 months preceding the date this Privacy Policy was last updated. For a list of the categories of third parties with whom we’ve disclosed the information, please see [How Do We Share Your Information?](#)

- Identifiers (Includes Sensitive Personal Information): See above.
- Personal Characteristics (Includes Sensitive Personal Information): See above.
- Financial Information (Includes Sensitive Information): See above.
- Internet or other Electronic Network Activity Information: See above.
- Commercial information: See above.
- Audio, Electronic, Visual, Thermal, and Related Information: See above.
- Inferences: See above.

Notice of Sale / Sharing

We “sell” and “share” your personal information through the use of digital advertising through our Sites. Specifically, we make available certain of your online identifiers and other persistent online identifiers with advertising and marketing partners that may be considered a “sale” or “sharing” of your personal information, as defined under California law. We don’t sell or share the personal information or sensitive personal information of any California resident who is 16 years or younger. To learn more, please see [Do Not Sell or Share My Personal Information](#).

ADDITIONAL CALIFORNIA RIGHTS

California Shine the Light

If you are a California resident, you have the right to request information from us once per calendar year regarding the customer information we share with third parties for the third parties’ direct marketing purposes. To request this information, please send an email to [Contact Us](#).

California Erasure Law

Although our Sites are intended for an audience over the age of 18, any California resident under 18 years old who has registered as a user of the Sites and who has posted content or information on the Sites, can request that we remove the content or information. Fulfillment of the request may not ensure complete or comprehensive removal (e.g., if the content or information has been reposted by another user). To request removal of content or information, please [Contact Us](#).

CHANGES TO THIS PRIVACY POLICY ([back to top](#))

Mediacom reserves the right to amend this privacy notice at our discretion and at any time. When we make changes to this privacy notice, we will post the updated notice on our website and update the notice’s effective date. Your continued use of our website and our Services following the posting of changes constitutes your acceptance of such changes.

ACCESSIBILITY ([back to top](#))

If you need a paper copy or an alternative format of this Privacy Policy, please contact us at mcc.legal@mediacomcc.com.

CONTACT US ([back to top](#))

If you have any questions or comments about this notice, the ways in which Mediacom collects and uses your information described above, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at:

Phone: 833-998-1824

Monday-Friday 8AM-8PM and Saturday and Sunday 8AM-5PM Central Time

Postal Address:

Mediacom Communications Corporation

Attn: Legal Department

1 Mediacom Way, Mediacom Park, NY 10918