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Mediacom Communications Corporation Privacy Policy

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 or communicate with Mediacom, whether in person or by phone, email, SMS text, or chat
- 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:

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WHEN THIS PRIVACY POLICY APPLIES [↑](#)

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 ↑

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 for additional required disclosures.

WHAT INFORMATION DO WE COLLECT? ↑

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.
- **Government identifiers**, including your social security number or driver's license number.
- **Biometric information**, such as facial geometry templates derived from images you provide to us.
- **Legal documents**, such as documentation providing another with the authority to act on your behalf.
- **Preferences**, such as your preferred method of communication and whether you have opted into autopay or e-billing.

Some of the above information may be considered "sensitive personal information" under applicable state privacy laws, which generally define the term to include things like social security number, driver's license number, race, religion, sexual orientation, mental or physical health, citizenship status, biometric information, and precise geolocation data.

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 the type of device, operating system, browser type and version, unique device identifiers, and metrics generated from the use of devices on the Mediacom network. This information helps us personalize

your experience on our Sites as well as describes how a device is operating on our network so that Mediacom can prevent, identify, and solve network or device issues.

- **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 Use of Services and Sites

We collect certain information about use of the Services and Sites as well as information about the health and integrity of our network when our Services and Sites are used. 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 and mobile service, including:

- **Customer Proprietary Network Information**, or "CPNI," which includes information that relates to 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? [↑](#)

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 services or 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.
- Verifying your identity prior to providing certain Services.

To advertise and market products and services to you, including but not limited to:

- Determine which addresses do not currently subscribe to our 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 received from service providers 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. 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? ↑

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.
- **Mobile Network Partner,** which owns the mobile network which we utilize to provide mobile phone service and mobile broadband internet access service.
- **Biometric Identity Verification and Authentication Partner,** with which we may share certain biometric information provided to us in order to verify your identity prior to providing our Services to you.

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? ↑

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? ↑

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.

YOUR RIGHTS ↑

Depending on your state of residence, applicable privacy laws may provide you with certain privacy rights in relation to the personal information we collect and maintain about you. To the extent one or more of the below privacy rights does apply to you, you can find more information about how to exercise that right in the “[Exercising Your Rights](#)” section.

Right to Access

You may have the right to request that Mediacom tell you the following information about its collection and use of your personal information:

- The categories of personal information we have collected about you.

- The categories of sources from which your personal information was collected.
- Our business or commercial purpose for collecting, selling, or sharing your personal information.
- The categories of third parties to whom we have sold, shared, or disclosed your personal information.
- The specific pieces of personal information we have collected about you.

Right to Correct

You may have the right to request that Mediacom correct inaccurate personal information that it maintains about you. 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

You may have the right to request that Mediacom delete, subject to certain exceptions, any of your personal information that it maintains. 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.
- 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, regulatory, or contractual obligation.

Right to Opt-Out of Sale or Sharing

You may have the right to opt-out of the sale or sharing of your personal information for cross contextual behavioral advertising (also known as "targeted advertising"). You may choose to exercise this opt-out right by clicking [Do Not Sell or Share My Personal Information](#) or emailing us at the address listed in the "[Contact Us](#)" section.

Right to Limit Use of Sensitive Personal Information

Please note that we only use your sensitive personal information (e.g., social security number, financial account information, biometric information) for certain necessary and limited business purposes, such as to provide you with the Services you requested, maintain accounts, process payments, verify customer information, and ensure the security and integrity of our systems and information. Thus, we do not use or disclose your sensitive personal information in any way where you would have a legal right to limit our use of such information.

Right to Opt-Out of Automated Decision Making

Please note that we do not use personal information to make automated decisions in any situation that produce legal or similarly significant effects concerning you where you would have a legal right to opt-out.

Right of Non-Discrimination

You may have the right to not be discriminated against for exercising your rights. We will not discriminate against a consumer for exercising any consumer privacy right that is applicable to them, 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.

PRIVACY RIGHTS OF MINORS [↑](#)

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.

LINKS TO THIRD PARTY SITES [↑](#)

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 [↑](#)

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 [↑](#)

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, anonymized, aggregated, 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, anonymized or aggregated.

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 if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information without delay. In addition, Mediacom may disclose the name and address of a subscriber, subject to the subscriber's right to opt-out of us sharing their name and address; a subscriber can opt-out by filling out the [Opt-Out Form](#). The frequency of any disclosure of PII varies in accordance with our business needs and business purposes as described in this Privacy Policy. 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.

If you are a Mediacom cable subscriber, you may request access to the PII that Mediacom has collected and maintained about you. To request such access, you may call 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's 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 ↑

Federal Law Rights

Under the Cable Act and Communications Act, you have certain rights. To learn more, see [Federal Law Disclosures](#).

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.

Mobile Application Account Deletion

If you created a Mediacom mobile app account and wish to delete it for any reason, our MediacomConnect MobileCare App enables you to delete that mobile app account and affiliated app data. If you opt to delete your mobile app account and affiliated app data, you will retain access to the Services; however, you will lose access to your Mediacom ID, all Mediacom mobile applications, and the ability to directly manage certain self-help functions, including but not limited to: autopay preferences, paperless billing preferences, online address changes, online payment, online user authorization, our troubleshooting tools, online outage map, programming available on the XstreamTV app, and Mediacom Mobile account functions. Deleting your mobile app account and affiliated app data will initiate our information purge process, whereby your Mediacom ID is identified throughout our systems, analyzed for any need for continued retention, and if no such need exists, deleted within 90 days. Your app-specific data (e.g., clickthrough data, login attempts) may be retained for up to 12 months following requested deletion to continue fulfilling certain critical business purposes, including but not limited to: (1) providing the requested Services to you; (2) detecting and preventing fraud; (3) securing our network, systems, and information; (4) complying with our contractual, regulatory, and legal obligations; and (5) defending our contractual, regulatory, or legal rights. Additionally, certain of your app-specific data may be anonymized and aggregated with other user app data 180 days after collection. Once this data is anonymized, it is no longer identifiable to you, considered personal information, or considered affiliated with your account. It is therefore excluded from any account deletion request you submit and may be retained in such anonymized form even beyond 12 months.

Opt-Out of Online Advertising / Analytics

You may opt-out of personalized advertising and analytics on Mediacom Sites by using our [Cookies Manager Tool](#). 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. 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.

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.

Google Analytics

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 by viewing [Google's Partner Site Policies](#). 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/>.

CALIFORNIA RESIDENT NOTICE ↑

This portion of the notice applies to California residents only.

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 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, and driver's license number. Sensitive personal information within this category includes your social security number, driver's license number, and state identification number.
- **Personal Characteristics***: Includes information such as your age, and gender.
- **Financial Information***: Includes information such as your Mediacom account name and log-in information, bank account number, and credit card and debit card number. Sensitive personal information in this category includes your Mediacom account log-in and password.
- **Biometric Information***: Includes information related to your physical, biological, or behavioral characteristics that can be used to establish your identity. Sensitive personal information in this category includes information such as facial geometry templates derived from images you provide to us.
- **Internet or other Electronic Network Activity Information**: Includes information described above.
- **Commercial Information**: Includes records of your products or Services considered or purchased.
- **Audio, Electronic, Visual, Thermal, and Related Information**: Includes information such as photographs, video recordings, and recorded messages.
- **Inferences**: Includes conclusions or other information that is 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?	<p>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, biometric 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.</p> <p>We do not use or disclose sensitive personal information for purposes other than those necessary and limited purposes specified under California law and as disclosed herein.</p>
Is the information "sold" or "shared"?	Yes. We make available your IP address and other persistent online identifiers to our advertising partners to help us advertise our Services. 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
- Personal Characteristics
- Financial Information
- Internet or other Electronic Network Activity Information
- Commercial information
- Audio, Electronic, Visual, Thermal, and Related Information
- Inferences

Notice of Sale / Sharing

We may “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 whom we know to be 16 years or younger. To learn more or exercise your right to opt out of this sale or sharing, please see [Do Not Sell or Share My Personal Information](#).

Notice of Financial Incentive

If you are a California resident, you are entitled to receive this Notice of Financial Incentive, per California Civil Code § 1789.100 *et seq.*

Mediacom may offer financial incentives to consumers in exchange for sharing certain personal information with us. For example, Mediacom offers a discount of \$10 to your monthly bill for the first year of service when you elect to enroll in paperless billing and autopay and provide personal information such as your email address and financial account information. You can opt-in by signing up for the incentive when it is offered to you and providing a valid email address to enable paperless billing and valid financial account information to enable autopay. Participation is always optional, and you can opt out of participating at any time by calling the number noted below, sending an email to mcc.legal@mediacomcc.com, or contacting us at the address below. Our good-faith estimate of the value of your information is the value of the benefit we offer to you. We calculate that value by using the expense to us of operating the program related to the benefit obtained by our running of the program. Based on the current information available to us in 2024, the average value of personal information collected in connection with our Services is approximately \$120 per participant per year.

Your Rights as a California Resident

If you are a California resident, you have the following privacy rights with respect to your personal information:

- Right to Access
- Right to Correct
- Right to Delete
- Right to Opt-Out of Sale or Sharing
- Right to Limit Use of Sensitive Personal information
- Right of Non-Discrimination

Please refer to the “[Your Rights](#)” section for more information on what each of these privacy rights entails, and the “[Exercising Your Rights](#)” section for instruction on how to exercise them.

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 the address listed in the “[Contact Us](#)” section.

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 send an email to the address listed in the "[Contact Us](#)" section.

Exercising Your California Rights

Please read the "[Exercising Your Rights](#)" section below for more information on how you or your authorized agent may submit a request to exercise any of the privacy rights granted to you under California law.

Authorized Agents

If you are an authorized agent making a privacy rights 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](#).

EXERCISING YOUR RIGHTS ↑

To exercise any privacy rights described above which apply to you, please submit a consumer request to us by either:

- Calling our Consumer Request Team at 833-998-1824.
- Visiting our Consumer Request Webform at <https://support.mediacomcable.com/consumer-requests>
Consumers are not required to create an online account with Mediacom to make a consumer request.

Unless otherwise required by the laws in the state in which you reside, consumers may only submit a consumer request (of each type) twice within a 12-month period. A 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.

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.

PRIVACY RIGHT REQUEST APPEAL PROCESS [↑](#)

If you disagree with a decision, we have made with respect to a privacy right request you have submitted, you can appeal the decision by following this appeal process, which provides us with an opportunity to reevaluate the decision.

Starting the Appeals Process

You may formally start the appeals process by:

- Visiting <https://support.mediacomcable.com/consumer-requests>
- Emailing privacy@mediacomcc.com (use “NOTICE OF APPEAL” in subject line)

Please include your privacy right request ticket number, fully describe your concerns or disagreement, and include any documentation necessary to validate the claims you are making.

Acknowledgment of the Appeal

We will acknowledge receipt of your appeal within ten (10) business days of receiving your written notice of appeal. This acknowledgement may contain requests for additional information to help us properly investigate or resolve the appeal. Your failure to provide substantive responses to our requests may materially impact our ability to investigate or resolve the relevant issue(s).

Scope of the Appeal

The appeal will review whether the decision made by our Consumer Privacy Request Team was fair and consistent with applicable privacy law. You may only appeal a decision that applies to you personally unless you are otherwise authorized to act on another person’s behalf, in which case you must provide evidence that you are authorized by the person on whose behalf you have submitted an appeal.

The appeal will focus exclusively on the decision being appealed. Broader issues related to our company policies, management style, or any other issues will not be considered as part of the appeal.

Remedy

The remedy that you seek is an important part of the appeal. Your initial written appeal must address what you seek as the outcome (for example, access to data, correction of data, deletion of data, etc.).

Investigation and Determination

We will reasonably investigate the appeal based on the information and documentation you have provided. Following the investigation, we will reach a determination of your appeal, which may include modifying or upholding

the original decision. We will notify you of our determination in writing within sixty (60) days of receipt of your written notice of appeal, and we will include the explanation for our determination of your appeal. Depending on your state of residence, if we deny your appeal, you may file an appeal with the relevant regulator:

- If you reside in Delaware, you may file a complaint with the Delaware Department of Justice by using the [online complaint form](#), calling 800-220-5424, or emailing consumer.protection@delaware.gov.
- If you reside in Iowa, you may file a complaint with the Iowa Attorney General by using the [online complaint form](#), calling 515-281-5926 (local) or 888-777-4590 (toll-free), or emailing consumer.consumer@ag.iowa.gov.

Withdrawal of the Appeal

You may withdraw or end your appeal at any time by providing us written notice.

No Discrimination

We do not discriminate against any person who initiates an appeal.

Appeal Record

We will maintain a record of the appeal, including the final determination, in accordance with our record retention policies and procedures.

CHANGES TO THIS PRIVACY POLICY ↑

Mediacom reserves the right to amend this Privacy Policy at our discretion and at any time. When we make changes to this Privacy Policy, we will post the updated version on our website and update the “Last edited” date. Your continued use of our website and our Services following the posting of changes constitutes your acceptance of such changes.

ACCESSIBILITY ↑

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

CONTACT US ↑

If you have any questions or comments about this Privacy Policy, 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 the laws of the state in which you reside, please do not hesitate to contact us at:

Phone: 833-998-1824

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

Email Address: mcc.legal@mediacomcc.com

Postal Address:

Mediacom Communications Corporation

Attn: Legal Department

1 Mediacom Way, Mediacom Park, NY 10918