

**UPDATED ONLINE PRIVACY POLICY**

**Effective Date:** July 1, 2020

**Online Privacy Policy Scope**

Welcome! An overview of this CoxCom,LLC Online Privacy Policy is provided below. To see the full text, click on the links. This Online Privacy Policy applies to your use of any online services (e.g., website, email, or mobile app) that posts a link to this Online Privacy Policy, regardless of how you access or use it. However, if you subscribe to our communications or entertainment distribution services (“**Subscription Services**”) our [Residential Privacy Notice](#), and not this Online Privacy Policy, applies to your Subscription Services usage and account information. This Online Privacy Policy should be read in association with our [Online Terms of Use](#), which govern the Online Service.

**Your California Privacy Rights**

Beginning January 1, 2020, California residents have certain additional privacy rights detailed in our [California Consumer Privacy Notice](#). To the extent that there is a conflict between this Online Privacy Policy and the California Consumer Privacy Notice, the California Consumer Privacy Notice will control.

**Quick Links**

**We have summarized the main topics of this Online Privacy Policy below. The complete provisions, and not the headings or summaries govern.**

**• Your Choices and Your State Privacy Rights**

You have certain choices regarding information collection and communications options explained in [Section 11](#), including:

- California residents have certain privacy rights detailed in [Section 12](#);
- Nevada residents have certain privacy rights detailed in [Section 11.F](#);
- Connecticut residents have certain privacy rights detailed in [Section 13](#);
- Although Cox does not look for or respond to “do not track” signals, you can find information on tracking technologies in [Section 1.B](#);
- *About Ads and Tracking*: Learn about certain choice options regarding Tracking Technologies, including certain sharing of activities, location and/or cross-device usage for Online Interest-based Advertising and Addressable Advertising in [Section 11](#);
- Your options regarding accessing and changing certain of your Personally Identifiable Information are available in [Section 10](#);
- Your options regarding promotional communications are explained in in [Section 11.D](#); and

**• Collection of Information**

- Cox may ask you to provide Personally Identifiable Information (e.g., name, address, e-mail, phone number, etc.), as well as other information (e.g., gender, interests, etc.), which may be required to access certain content, features, and functionality. More at [Section 1.A](#).

- Cox and third parties may collect information from you automatically as you access the Online Service (e.g., information about the devices you use to access the Online Service and your usage activities). More at [Section 1.B](#). [\[Link\]](#)
- This may include use of cookies and other technologies to keep track of your interactions with the Online Service, to serve you with ads on third-party services, and to offer you a more personalized and relevant experience. More at [Section 1.B](#).
- The information Cox receives via the Online Service may be combined with information Cox receives from third parties and sources outside of the Online Service. More at [Section 1.C](#).

- **Use of Information**

The information Cox collects is used for a variety of purposes as detailed in this Online Privacy Policy. For example, your information helps Cox provide and improve the Online Service, communicate with you, serve advertising and offers to you, and operate Cox's business. More at [Section 2](#).

- **Sharing of Information**

-- Cox may share the information that Cox receives from or about you via the Online Service (or give others access to it), including your Personally Identifiable Information, for a variety of purposes, as detailed in this Online Privacy Policy. More at [Section 3](#).

These include, without limitation:

- to deliver and improve Cox's services;
  - for Cox's Affiliates' (defined below) marketing and other purposes;
  - in connection with corporate transactions (e.g., merger or sale);
  - to display your posts or send your messages (More at [Section 5](#));
  - in connection with your use of third-party services (More at [Section 6](#)); and
  - in connection with sweepstakes, contests and promotions (More at [Section 4](#)).
- Cox obtains your consent (e.g., opt-in, opt-out), however, before knowingly sharing Cox Collected Online PI with third parties (other than Cox's Affiliates) for their own direct marketing purposes.
- Cox may share your non-Personally Identifiable Information, aggregate and/or de-identified information about you except as prohibited by applicable law.

- **Children and Minors**

Cox's policies and practices regarding Personally Identifiable Information collected from children, children's and minors' privacy rights, and notice to parents of these rights, are explained at [Section 9](#).

- **Questions and How to Contact Cox**

For more information about Cox’s privacy practices regarding the Online Service, read the full Online Privacy Policy. You can also contact Cox [contact us](#) if you have questions or concerns.

## FULL COXCOM, LLC ONLINE PRIVACY POLICY

Thank you for visiting an online service (*e.g.*, website, email, or mobile app) that posts a link to this Online Privacy Policy (“**Online Service**”) owned or operated by CoxCom, LLC (“**Cox**”, “**we**”, “**us**”, or “**our**”). Our Subscription Services are separate and not part of the Online Service. This Online Privacy Policy will provide you with information as to how Cox collects, uses, and shares information about you, including the choices Cox offers with respect to that information, and applies to your use of any Online Service, regardless of how you access or use it. It does not apply to Cox’s data collection activities offline or otherwise outside of the Online Service (unless otherwise stated below or at the time of collection). For certain Online Services, there may be additional notices about information practices and choices. Please read those additional privacy disclosures to understand how they apply to you.

By visiting or otherwise using the Online Service, you agree to the Online Service’s [Online Terms of Use](#) and consent to Cox’s data collection, use, and disclosure practices, and other activities as described in this Online Privacy Policy, and any additional privacy statements that may be posted on an applicable part of the Online Service. If you do not agree and consent, please discontinue use of the Online Service, and uninstall any Online Service downloads and applications.

### 1. INFORMATION WE COLLECT

#### A. Information about You that You Provide.

Cox, and/or its Service Providers (defined below), may collect information you provide directly to Cox and/or its Service Providers via the Online Service. For example, Cox collects information when you use or register for the Online Service, subscribe to notifications, post on the Online Service, participate in promotional activities, or communicate, use or transact through the Online Service. In addition, when you interact with Third-Party Services (defined below), you may be able to provide information to those third parties. For more information on Third-Party Services’ data collection and practices see [Section 6](#). For more information on Service Provider data collection and practices see [Section 3](#).

Information Cox, its Service Providers and/or Third-Party Services may collect may include: (1) personally identifiable information, which is information that identifies you personally, such as your first and last name, e-mail address, phone number, address, telephone number, social security number, Cox account number, user id and password, PIN, and full payment account number (“**Personally Identifiable Information**” or “**PII**”); and (2) demographic information, such as your gender, age, zip code, interests, and recent and upcoming purchases (“**Demographic Information**”). Except to the extent required by applicable law, Demographic Information is “**non-Personally Identifiable Information**” or “**non-PII**” (*i.e.*, data that is not Personally Identifiable Information under this Online Privacy Policy). In addition, PII, including, without limitation, Cox-Collected Online PII (defined below), once “**De-identified**” (*i.e.*, the removal or modification of the personally identifiable elements, or the rendering of personally identifiable elements into non-personally identifiable elements through anonymization, pseudonymization, and/or hashing) is also non-PII and may be used and shared without obligation to you, except as prohibited by applicable law. However, we do not make assurances that De-identified data is not capable of re-identification. To the extent any non-PII, or PII collected outside of the Online Service, is combined by or on behalf of Cox with PII Cox itself collects directly from you on the Online Service (“**Cox-**

**Collected Online PII**”), Cox will treat the combined data as Cox-Collected Online PII under this Online Privacy Policy. The definition of “personal information” under certain California laws differs from the definition of PII used in this Online Privacy Policy. California residents can learn more about Californians privacy rights in our [California Consumer Privacy Notice](#).

**B. Information Collected Automatically.** Cox, its Service Providers, and/or Third-Party Services may also automatically collect certain information about you when you access or use the Online Service (“**Usage Information**”). Usage Information may include IP address, device identifier, browser type, operating system, information about your use of the Online Service, and data regarding network connected hardware (e.g., computer or mobile device). Except to the extent required by applicable law, or to the extent Usage Information is combined by or on behalf of Cox with Cox-Collected Online PII, Cox does not consider Usage Information (including, without limitation, unique device identifiers) to be PII or Cox-Collected Online PII. For more information on Third-Party Services’ data collection and practices see [Section 6](#). For more information on Service Provider data collection and practices see [Section 3](#). For information on choices some of these third parties may offer you regarding automated data collection see [Section 11](#).

The methods that may be used on the Online Service to collect Usage Information include:

- **Log Information:** Log information is data about your use of the Online Service, such as IP address, browser type, Internet service provider, referring/exit pages, operating system, date/time stamps, and related data, and may be stored in log files.
- **Information Collected by Cookies and Other Tracking Technologies:** Cookies, web beacons (also known as “tracking pixels”), embedded scripts, location-identifying technologies, device recognition technologies, in-app tracking methods, device and activity monitoring, and other tracking technologies now and hereafter developed (“**Tracking Technologies**”) may be used to collect information about interactions with the Online Service or e-mails, including information about your browsing and purchasing behavior.

- **Cookies**

A cookie is a small text file that is stored on a user’s device, which may be session ID cookies or tracking cookies. Session cookies make it easier for you to navigate the Online Service and expire when you close your browser. Tracking cookies remain longer and help in understanding how you use the Online Service and enhance your user experience. Cookies may remain on your hard drive for an extended period of time. If you use your browser’s method of blocking or removing cookies, some but not all types of cookies may be deleted and/or blocked and as a result some features, and functionalities of the Online Service may not work. A Flash cookie (or locally shared object) is a data file which may be placed on a device via the Adobe Flash plug-in that may be built-in to or downloaded by you to your device. HTML5 cookies can be programmed through HTML5 local storage. Flash cookies and HTML5 cookies are locally stored on your device other than in the browser and browser settings won’t control them. To identify certain types of local shared objects on your device and adjust your settings, please visit: [www.macromedia.com/support/documentation/en/flashplayer/help/settings\\_manager.html](http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager.html). The Online Service may associate some or all of these types of cookies with your devices.

- **Web Beacons (“Tracking Pixels”)**

Web beacons are small graphic images, also known as “Internet tags” or “clear gifs,” embedded in web pages and e-mail messages. Web beacons may be used, without limitation, to count the number of visitors to the Online Service, to monitor how users navigate the Online Service, and

to count content views.

- **Embedded Scripts**

An embedded script is programming code designed to collect information about your interactions with the Online Service. It is temporarily downloaded onto your computer from Cox's web server, or from a third party with which Cox works and is active only while you are connected to the Online Service and deleted or deactivated thereafter.

- **Location-identifying Technologies**

GPS (global positioning systems) software, geo-filtering, geo-targeting, geo-fencing, and other location-aware technologies locate you (sometimes precisely), or make assumptions about your location, for purposes such as verifying your location and delivering or restricting content based on your location. If you have enabled GPS or use other location-based features on the Online Service, your device location may be tracked by us and third parties. Our store finder feature may access and use information about your device location (such as based on IP address or GPS, as applicable), or your account information, to suggest appropriate store locations. Our Online Service content may be personalized based on various information we may have about you to try to provide you with more location-relevant content.

- **Device Recognition Technologies.**

Technologies, including application of statistical probability to data sets, as well as linking a common unique identifier to different device use (*e.g.*, Facebook ID), which attempt to recognize or make assumptions about users and devices (*e.g.*, that a user of multiple devices is the same user or household) ("**Cross-device Data**").

- **In-App Tracking Methods.**

There are a variety of Tracking Technologies that may be included in mobile applications, and these are not browser-based like cookies and cannot be controlled by browser settings. Some use device identifier, or other identifiers such as "Ad IDs" to associate app user activity to a particular app and to track user activity across apps and/or devices.

- **Device and Activity Monitoring**

Technologies that monitor, and may record, certain of your interactions with the Online Service, including without limitation, keystrokes, and/or collect and analyze information from your device, such as, without limitation, your operating system, plug-ins, system fonts, and other data, for purposes such as identification, security, fraud prevention, troubleshooting, tracking and/or improving the Online Services and customizing or optimizing your experience on the Online Services.

Some information about your use of the Online Service and certain third-party services may be collected using Tracking Technologies across time and services and used by Cox and third parties for purposes such as to associate different devices you use and deliver relevant ads and/or other content to you on the Online Service and certain third-party services. See [Section 11](#) regarding certain choices regarding these activities.

Cox is giving you notice of the Tracking Technologies and your choices regarding them explained in [Section 11](#) so that your consent to encountering them is meaningfully informed.

**C. Information Cox Collects From Other Sources.** Cox may also obtain information about you from other sources, including Service Providers and Third-Party Services, and combine that with Cox-Collected Online PII. Notwithstanding anything to the contrary, except to the extent such data is combined by or on behalf of Cox with Cox-Collected Online PII, this Online Privacy Policy is not intended to limit Cox's activities regarding such third-party-sourced, or non-Service-sourced, information (including PII), and such data will only be treated as Cox-Collected Online PII to the extent it is combined with Cox-Collected Online PII. Cox is not responsible or liable for the accuracy of the information provided by third parties or for third party policies or practices.

**D. EEOC / Affirmative Action Reporting.** In conjunction with laws and regulations enforced by the Equal Employment Opportunity Commission ("EEOC"), the Office of Federal Contract Compliance Programs ("OFCCP") and similar state and local regulatory agencies, we may ask you to provide us with self-identifying information (such as veteran status, gender and ethnicity). Providing such self-identifying information is voluntary, but if you do provide us with such information, we may submit that information to the EEOC, the OFCCP and similar state and local regulatory agencies or otherwise use or disclose it for business-related purposes, including, without limitation, responding to information requests, fulfilling regulatory reporting requirements and defending against employment related complaints.

## 2. HOW WE USE THE INFORMATION WE OBTAIN.

Cox may use information about you, including Cox-Collected Online PII and other PII, for any purposes not inconsistent with Cox's statements under this Online Privacy Policy, or otherwise made by us in writing at the point of collection, and not prohibited by applicable law, including, without limitation, the following:

- Allow you to participate in the features we offer on the Online Service;
- Facilitate, manage, personalize, and improve your online experience;
- Process your registration, manage your account and/or upload your User Generated Content ("UGC"). (For more information on how UGC is treated under the Online Service see our [Online Terms of Use](#). For more on the public nature of UGC, see [Section 5](#));
- Transact with you, provide services or information you request, respond to your comments, questions and requests, serve you content and/or advertising, and send you notices;
- Cox's Affiliates' marketing and other purposes;
- Improve the Online Service and for any other internal business purposes;
- Tailor our content, advertisements, and offers;
- Fulfill other purposes disclosed at the time you provide PII or otherwise where we are legally permitted or are required to do so;
- Determine your location and manage digital content rights (e.g., territory restrictions); and
- Prevent and address fraud, breach of policies or terms, and threats or harm.

## 3. INFORMATION WE SHARE WITH THIRD PARTIES.

Cox may share non-Personally Identifiable Information, and Personally Identifiable Information that is not deemed Cox-Collected Online PII hereunder (provided that Cox is aware of no restrictions of Cox’s use, if any), with third parties or Cox and their affiliates (“**Cox Affiliates**”) for any purpose. Without limiting the generality of the foregoing, we and third parties may convert your PII, including Cox-Collected Online PII, to non-PII, including without limitation through hashing it or substituting a unique identifier for the PII and we and third parties may use and share that data as permitted by applicable law, including to match data attributes to and from other sources. Any such third-party activities are subject to their privacy policies and practices. Cox’s sharing of Cox-Collected Online PII is, however, subject to the following:

- **Marketing:** Subject to your communications choices explained in [Section 11.D](#), and the rights of California residents explained in [Section 12](#), we may use your PII to send you marketing communications. Absent your consent (which may be by means of opt-in, your election not to opt-out, or a third party interaction described in the next bullet point), however, Cox will not share your Cox-Collected Online PII with third parties, other than Cox Affiliates, for their own direct marketing purposes, except in connection with Corporate Transactions (defined below).
- **Your Disclosure or Consent:** As more fully described in [Section 5](#) (Information You Disclose Publicly or to Others) and [Section 6](#) (Third-Party Content, Third-Party Services, Social Features, Advertising and Analytics), your activities on the Online Service may, by their nature, result in the sharing of your Cox-Collected PII (as well as your other PII and your non-PII) with third parties and by engaging in these activities you consent to that and further sharing and disclosure to third parties. Such third-party data receipt and collection is subject to the privacy and business practices of that third party, not Cox.

Cox may also share any information about you (including, without limitation, Cox-Collected Online PII) for any purposes not inconsistent with this Online Privacy Policy, or our written statements at the point of collection, and otherwise not prohibited by applicable law, including, without limitation:

- Cox’s agents, vendors, consultants, and other service providers (collectively “**Service Providers**”) may receive, or be given access to, your information, including, without limitation, PII, Demographic Information, and Usage Information, in connection with their work on Cox’s behalf, provided however, Cox does not authorize its Service Providers to use Cox-Collected Online PII provided by Cox to the Service Providers to send you direct marketing messages other than related to Cox and Cox Affiliates absent your consent. For more information on choices Service Providers may offer you see [Section 11](#).
- To comply with the law, law enforcement or other legal process, and, where permitted, in response to a government request; and
- If Cox believes your actions are inconsistent with Cox’s Online Terms of Use, user agreements, applicable terms or policies, or to protect the rights, property, life, health, security and safety of Cox and its employees, the Online Service or its users, including you, or any third party.

In addition, Cox may share your Cox-Collected PII (as well as your other PII and your non-PII), in connection with or during negotiations of any proposed or actual financing of our business, or merger, purchase, sale, joint venture, or any other type of acquisition or business combination of all or any portion of Cox assets, or transfer of all or a portion of Cox’s business to another company, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding (“**Corporate Transactions**”).

#### 4. SWEEPSTAKES, CONTESTS, AND PROMOTIONS.

Cox may offer sweepstakes, contests, and other promotions (each, a **“Promotion”**), including Promotions jointly sponsored or offered by third parties, which may require submitting PII. If you voluntarily choose to enter a Promotion, your information, including PII, may be disclosed to Cox, co-sponsors, Service Providers, and other third parties, including for administrative purposes and as required by law (*e.g.*, on a winners list). By entering, you are agreeing to the official rules that govern that Promotion, which may include consent to additional or differing data practices from those contained in this Online Privacy Policy. Please review those rules carefully.

## 5. INFORMATION YOU DISCLOSE PUBLICLY OR TO OTHERS.

The Online Service may permit you to post or submit UGC including, without limitation, written content, user profiles, audio or visual recordings, computer graphics, pictures, data, or other content, including PII. If you choose to submit UGC to any public area of the Online Service, your UGC will be considered “public” and will be accessible by anyone, including Cox. Notwithstanding anything to the contrary, unless otherwise explicitly agreed by us, PII included in UGC is not subject to Cox’s usage or sharing limitations, or other obligations, regarding Cox-Collected Online PII or other PII under this Online Privacy Policy or otherwise, and may be used and shared by Cox and third parties to the fullest extent not prohibited by applicable law. Cox encourages you to exercise caution when making decisions about what you disclose in such public areas. For more information on how UGC is treated under the Online Service, see our [Online Terms of Use](#). California minors should see [Section 9](#) regarding potential removal of certain UGC they have posted on the Online Service.

Additionally, the Online Service may offer you the option to send a communication or refer Cox to a friend or other contact. If so, Cox relies on you to only send to people that have given you permission to do so. The recipient’s PII you provide (*e.g.*, name, e-mail address) will be used to facilitate the communication, but not used by Cox for any other marketing purpose unless Cox obtains consent from that person. Your contact information and message may be included in the communication.

## 6. THIRD-PARTY CONTENT, THIRD-PARTY SERVICES, SOCIAL FEATURES, ADVERTISING AND ANALYTICS.

The Online Service may include hyperlinks to, or include on or in connection with, the Online Service (*e.g.*, apps, plug-ins, application programming interfaces (“**API**”), and software development kits (“**SDK**”)), websites, locations, platforms, applications or services operated by third parties (“**Third-Party Service(s)**”). These Third-Party Services may use their own cookies, web beacons, and other Tracking Technology to independently collect information about you and may solicit PII from you.

Certain functionalities on the Online Service permit interactions that you initiate between the Online Service and certain Third-Party Services, such as third party social networks (“**Social Features**”). Examples of Social Features include: enabling you to send content such as contacts and photos between the Online Service and a Third-Party Service; “liking” or “sharing” Cox’s content; logging in to the Online Service using your Third-Party Service account (*e.g.*, using Facebook Connect to sign-in to the Online Service); and to otherwise connect the Online Service to a Third-Party Service (*e.g.*, to pull or push information to or from the Online Service). If you use Social Features, and potentially other Third-Party Services, information you post or provide access to may be publicly displayed on the Online Service (see [Section 5](#)) or by the Third-Party Service that you use. Similarly, if you post information on a third-party service that references the Online Service (*e.g.*, by using a hashtag associated with Cox or other Cox Affiliates in a tweet or status update), your post may be used on or in connection with the Online Service or otherwise by Cox and Cox Affiliates. Also, both Cox and the third party may have access to certain information about you and your use of the Online Service and any Third-Party Service.



Cox may engage and work with Service Providers and other third parties to serve advertisements on the Online Service and/or on third-party services. Some of these ads may be tailored to your interest based on your browsing of the Online Service and elsewhere on the Internet, which may include use of precise location and/or Cross-device Data, sometimes referred to as “interest-based advertising” and “online behavioral advertising” (“**Online Interest-based Advertising**”), which may include sending you an ad on a third-party service after you have left the Online Service (i.e., “retargeting”). Online Interest-based Advertising does not include targeted advertising based on your viewership preferences combined with other related information that may be part of our Subscription Services (“**Addressable Advertising**”). For more information on that and your choices regarding it see our [Residential Privacy Notice](#) or see the preferences settings in your subscription services account.

Cox may use Google Analytics, Adobe Analytics or other Service Providers for analytics services. These analytics services may use cookies and other Tracking Technologies to help Cox analyze Online Service users and how they use the Online Service. Information generated by these services (e.g., your IP address and other Usage Information) may be transmitted to and stored by these Service Providers on servers in the U.S. (or elsewhere) and these Service Providers may use this information for purposes such as evaluating your use of the Online Service, compiling statistic reports on the Online Service’s activity, and providing other services relating to Online Service activity and other Internet usage.

Cox is not responsible for, and makes no representations regarding, the policies or business practices of any third parties, including, without limitation, analytics Service Providers and Third-Party Services associated with the Online Service, and encourages you to familiarize yourself with and consult their privacy policies and terms of use. See [Section 11](#) for more on certain choices offered by some third parties regarding their data collection and use, including regarding Online Interest-based Advertising and analytics.

## 7. DATA SECURITY AND MONITORING.

Cox takes reasonable measures to protect Cox-Collected Online PII (excluding public UGC) from loss, theft, misuse and unauthorized access, disclosure, alteration, and destruction. Nevertheless, transmission via the Internet and online digital storage are not completely secure and Cox does not guarantee the security of your information collected through the Online Service.

To help protect you and others, Cox and its Service Providers may (but make no commitment to) monitor use of the Online Service, and may collect and use related information including Cox-Collected Online PII including, without limitation, to identify fraudulent activities and transactions; prevent abuse of, and investigate and/or seek prosecution for, any potential threats to or misuse of the Online Service; ensure compliance with the [Online Terms of Use](#) and this Online Privacy Policy; investigate violations of or enforce these documents; improve the Online Services and your Online Services experiences, and to protect the rights and property of Cox Affiliates, third parties, and other users. Monitoring may result in the collection, recording, and analysis of online activity or communications through our Online Service. If you do not consent to these conditions, you must discontinue your use of the Online Service.

## 8. INTERNATIONAL TRANSFER.

Cox is based in the U.S. and the information Cox and its Service Providers collect is governed by U.S. law. If you are located in the European Union (EU), European Economic Area (EEA), and/or Switzerland, please note that Cox does not intend to offer goods and services (including the Online Services) to EU, EEA, or Swiss individuals. If you are accessing the Online Service from outside of the U.S., please be aware that information

collected through the Online Service may be transferred to, processed, stored, and used in the U.S. Data protection laws in the U.S. may be different from those of your country of residence. Your use of the Online Service or provision of any information therefore constitutes your consent to the transfer to and from, processing, usage, sharing, and storage of your information, including PII, in the U.S. as set forth in this Online Privacy Policy.

## 9. CHILDREN'S PRIVACY.

The Online Service is intended for a general audience and not directed to children less than 13 years of age. Cox does not intend to collect personal information as defined by the U.S. Children's Online Privacy Protection Act ("COPPA") ("Children's Personal Information") in a manner that is not permitted by COPPA. If we obtain actual knowledge that we have collected Children's Personal Information in a manner not permitted by COPPA, we will remove such data to the extent required by COPPA.

California minors have certain additional rights detailed in our [California Consumer Privacy Notice](#).

## 10. ACCESSING AND CHANGING INFORMATION.

Cox may allow you to delete, correct, or update some Cox-Collected Online PII, and potentially certain other information about you (e.g., profile and account information) by contacting a Customer Care representative or by signing into your Cox online account. Cox will make good faith efforts to make requested changes in Cox's then-active databases as soon as practicable, but it is not always possible to completely change, remove or delete all of your information or public postings from Cox's databases (California minors see [Section 9](#)) and residual and/or cached data may remain archived thereafter. Further, we reserve the right to retain data (a) as required by applicable law; and (b) for so long as reasonably necessary to fulfill the purposes for which the data is retained except to the extent prohibited by applicable law.

## 11. CHOICES: TRACKING AND COMMUNICATIONS OPTIONS.

**A. Tracking Technologies Generally.** Regular cookies may generally be disabled or removed by tools available as part of most commercial browsers, and in some instances blocked in the future by selecting certain settings. Browsers offer different functionalities and options, so you may need to set them separately. Also, tools from commercial browsers may not be effective with regard to Flash cookies (also known as locally shared objects), HTML5 cookies, or other Tracking Technologies. For information on disabling Flash cookies, go to Adobe's website <http://helpx.adobe.com/flash-player/kb/disable-third-party-local-shared.html>. Please be aware that if you disable or remove these technologies, some parts of the Online Service may not work and that when you revisit the Online Service your ability to limit browser-based Tracking Technologies is subject to your browser settings and limitations.

Some App-related Tracking Technologies in connection with non-browser usage (e.g., most functionality of a mobile app) can only be disabled by uninstalling the app. To uninstall an app, follow the instructions from your operating system or handset manufacturer. Apple and Google mobile device settings have settings to limit ad tracking, and other tracking, but these may not be completely effective.

Your browser settings may allow you to automatically transmit a "Do Not Track" signal to online services you visit. Note, however, there is no consensus among industry participants as to what "Do Not Track" means in this context. Like many online services, Cox currently does not alter Cox's practices when Cox receives a "Do

Not Track” signal from a visitor’s browser. To find out more about “Do Not Track,” you can visit <http://www.allaboutdnt.com>, but Cox is not responsible for the completeness or accuracy of this third party information. Some third parties, however, may offer you choices regarding their Tracking Technologies. One way to potentially identify cookies on a web site is to add the free Ghostery plug-in to your browser ([www.ghostery.com](http://www.ghostery.com)), which according to Ghostery will display for you traditional, browser-based cookies associated with the web sites (but not mobile apps) you visit and privacy and opt-out policies and options of the parties operating those cookies. Cox is not responsible for the completeness or accuracy of this tool or third-party choice notices or mechanisms. For specific information on some of the choice options offered by third party analytics and advertising providers, see the next section. We may offer tools in connection with the Online Service that allow you to exercise certain preferences regarding cookies and other Tracking Technologies associated with the Online Service.

**B. Analytics and Advertising Tracking Technologies.** You may exercise choices regarding the use of cookies from Google Analytics by going to <https://tools.google.com/dlpage/gaoptout> or downloading the Google Analytics Opt-out Browser Add-on. You may exercise choices regarding the use of cookies from Adobe Analytics by going to <http://www.adobe.com/privacy/opt-out.html> under the section labeled “Tell our customers not to measure your use of their web sites or tailor their online ads for you.”

For Online Services, you may choose whether to receive some Online Interest-based Advertising by submitting opt-outs. Some of the advertisers and Service Providers that perform advertising-related services for us related to our Online Service and third parties may participate in the Digital Advertising Alliance’s (“DAA”) Self-Regulatory Program for Online Behavioral Advertising. To learn more about how you can exercise certain choices regarding Online Interest-based Advertising, including use of Cross-device Data for serving ads, visit <http://www.aboutads.info/choices/>, and <http://www.aboutads.info/appchoices> for information on the DAA’s opt-out program specifically for mobile apps (including use of precise location for third party ads). Some of these companies may also be members of the Network Advertising Initiative (“NAI”). To learn more about the NAI and your opt-out options for their members, see <http://www.networkadvertising.org/choices/>. Please be aware that, even if you are able to opt out of certain kinds of Online Interest-based Advertising, you may continue to receive other types of ads. Opting out only means that those selected members should no longer deliver certain Online Interest-based Advertising to you but does not mean you will no longer receive any targeted content and/or ads (e.g., from other ad networks). Also, if your browsers are configured to reject cookies when you visit these opt-out webpages, or you subsequently erase your cookies, use a different device or web browser or use a non-browser-based method of access (e.g., mobile app), your NAI / DAA browser-based opt-out may not, or may no longer, be effective. Cox supports the ad industry’s [Self-regulatory Principles for Online Behavioral Advertising](#) and expects that ad networks Cox directly engages to serve you Online Interest-based Advertising will do so as well, though Cox cannot guaranty their compliance. Cox is not responsible for effectiveness of, or compliance with, any third-parties’ opt-out options or programs or the accuracy of their statements regarding their programs.

Addressable Advertising preferences in connection with Subscription Services such as video service are governed by the Cox account holder Subscription Services preferences, and you can exercise choices regarding your preferences regarding Subscription Services viewership information within the relevant account settings.

**C. Mobile Apps.** With respect to Cox’s mobile apps (“apps”), you can stop all collection of data generated by use of the app by uninstalling the app. Also, you may be able to exercise specific privacy choices, such as enabling or disabling certain features (e.g., location-based services, push notifications, accessing calendar/contacts/photos, etc.), by adjusting the permissions in your mobile device and/or the app’s settings. Beware that if GPS precise location services are disabled, other means of establishing or estimating location (e.g., connecting to or proximity to wi-fi, Bluetooth, beacons, or our networks) may persist. To learn more about how you can control location permissions using your mobile device’s operating system settings, please visit the following links depending on which device you use:

Android:

For Android 6.0 and above:

- <https://support.google.com/googleplay/answer/6270602?hl=en>

For earlier versions of Android:

- <https://support.google.com/googleplay/answer/6014972>

iOS: - <https://support.apple.com/en-us/HT207056>

**D. Communications.** You can opt out of receiving certain promotional communications (emails or text messaging) from Cox at any time by (i) for promotional e-mails, following the instructions provided in emails to click on the unsubscribe link, or by changing your marketing communication preferences by logging onto your account; (ii) for text messages, following the instructions provided in text messages from Cox to text the word, “STOP”; and (iii) for app push notifications turn off push notifications on the settings of your device and/or the app, as applicable. Please note that your opt-out is limited to the e-mail address or phone number used and will not affect subsequent subscriptions. If you opt-out of only certain communications, other subscription communications may continue. Even if you opt out of receiving promotional communications, Cox may, subject to applicable law, continue to send you non-promotional communications, such as those about your account, transactions, servicing, or Cox’s ongoing business relations.

**E. Cross-Device Data.** To learn more about how you can exercise certain choices regarding Cross-device data for Online Interest-based Advertising, see the prior section regarding the DAA’s Online Interest-based Advertising choices.

**F. Nevada Residents.** For additional information regarding Nevada residents’ consumer privacy rights, please visit [here](#).

## 12. YOUR CALIFORNIA PRIVACY RIGHTS.

California residents have certain additional rights as more fully detailed in our [California Consumer Privacy Notice](#). In the event of a conflict between that notice and this policy, that notice will govern California resident’s privacy rights.

California minors should see the “California Minors” section our [California Consumer Privacy Notice](#) regarding removal of certain content they have posted.

## 13. YOUR CONNECTICUT PRIVACY RIGHTS.

Connecticut law requires any person or entity that collects Social Security numbers from Connecticut residents in the course of business to create a privacy protection policy and to publish or display it publicly. It is our policy to protect the confidentiality of Social Security numbers in our possession from misuse and improper disclosure by maintaining and enforcing policies and physical and electronic safeguards against misuse and improper disclosure. Unlawful disclosure of Social Security numbers is prohibited, and access to them is limited to personnel who need access to such information in order to perform their job functions.

## 14. CHANGES TO THIS ONLINE PRIVACY POLICY.

We reserve the right to change this Online Privacy Policy prospectively effective upon the posting of the revised Online Privacy Policy and your use of our Online Service indicates your consent to the privacy policy posted at the time of use. However, we will not treat your previously collected Cox-Collected Online PII, to the extent it is not collected under the new privacy policy, in a manner materially different than represented at the time it was collected without your consent. To the extent any provision of this Online Privacy Policy is found by a competent tribunal to be invalid or unenforceable, such provision shall be severed to the extent necessary for the remainder to be valid and enforceable.

## **15. CONTACT COX.**

If you have any questions about this Online Privacy Policy, please contact Cox [here](#) or at 6205-B Peachtree Dunwoody Road NE, Atlanta, GA 30328 (Attention: Privacy Operations).

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