

We take privacy issues seriously and strive to keep your personal information confidential. By ensuring that you are aware of and understand the Flow Mobile Privacy Policy, we can provide you with better service. Your access to and use of our Web site are subject to this policy and any other terms of use or policies posted by us. Please note that this privacy statement applies only to this site and not to the Web sites of our third parties to which we link. Please take a moment to read the following policy to learn how we handle your personal information.

How and why we collect personal information

We collect personal information about you in several ways. For example, we might ask for your contact information when you make a purchase, correspond with us, participate in an online survey, or ask to be included in an email mailing list. All information you provide is stored in a secure database.

We collect information about your use of the products and services we offer. Information such as service usage, traffic data, service options you choose, and other such information you provide may be used for billing purposes, to deliver and maintain products and services, or to help you with service-related issues or questions. This information also may be used for other purposes such as providing you with information about product or service enhancements, determining your eligibility for new products and services, and marketing to you based on your use of the products and services you already have, subject to any restrictions required by law. This transactional information also may be used to help us improve our services; research and develop new products; provide and offer promotions and service offerings; and protect our networks, services and users from fraudulent, abusive, or unlawful uses.

When you access your account information, order a service or make a payment on-line, request product or service information, send us e-mail, submit a click wrap agreement or enter a contest that we are sponsoring, we will ask you to provide individually-identifiable information to us. When you supply information about yourself for a specific purpose, we use the information for that purpose and collect so that we may use it to deliver, provide, confirm, change, bill, monitor, and repair those products or services and to resolve issues with your order or with our products and services. The information we collect may include your name and address and the telephone numbers and email addresses where you may be reached, as well as Social Security Number or payment information necessary to establish credit or set up billing. We also use this information to establish your customer account, maintain a record of the products and services you buy from us, maintain billing records for your account, to manage the internal operations and security of our Web site consistent with the terms of use and policies established from time to time. We may use your address, e-mail address, and phone number information to contact you about products and services that we offer.

When you browse Flow Mobile's website, you are able to do so anonymously. We do not collect personal information when you browse, not even your email address. Your browser, however, does automatically tell us the type of computer and operating system you are using. Like many websites, we monitor and study traffic patterns so we can make the site even better. These processes help us understand which parts of our website are the most popular, where our visitors are going, and how long they spend there.

If you subscribe to Flow Mobile Internet access services such as Flow2Home, Flow2Go, Flow4Business, or Flow4U, we may automatically measure and monitor network performance and the performance of your Internet connection to improve your, or our, overall service levels. If you contact us for service support, we also may access information about your computer or other device settings in order to provide customized technical support or to install specific applications or services that you use or that are necessary to the applications or services you use.

When you speak with Flow Mobile customer service or perform an online transaction on one of our Web sites, your records will be accessed to better help you with your inquiry. When you call us your interaction may be monitored or recorded. This monitoring or recording helps us train employees and provide high-quality customer service.

When we disclose personal information

Unless we specifically disclose it to you at the time of collection or subsequently obtain your approval, we will not make visitor or customer-specific information that is gathered on our site available to unaffiliated organizations for commercial purposes unrelated to the business of Flow Mobile. Flow Mobile may use this information to help us deliver the services you have requested, or to design or offer specific products or services that we believe will be useful to you.

While we may use this information to contact you or to send materials to you for marketing purposes, we will take commercially reasonable steps to safeguard such information from unauthorized access by any other parties. Flow Mobile works with other companies that help us provide products and services to you, and we may provide your personal information to these companies. For example, we may provide your credit card information and billing address to our credit card processing company solely for the purpose of processing payment for a transaction you have requested, or we may give shipping companies this information so they can deliver your products efficiently. The information they receive is for shipping and delivery purposes only, and we require that the companies safeguard your personal information in accordance with Flow Mobile's policies. Our policy is to prohibit these companies from otherwise selling or disclosing the personal information we provide. They may not use this information for their own marketing purposes.

At times, we may be required by law or legal process to disclose your personal information. We may also disclose information about you if we believe that disclosure is necessary for the public interest.

By your use of the Flow Mobile products and services, you acknowledge and agree that we may disclose your relevant account and personal information to law enforcement authorities, government officials, applicable content providers, or any other third parties to enforce and/or verify compliance with applicable agreements, including the Terms of Service governing Flow Mobile products and services, the Acceptable Use Policy, or U.S. State or Federal laws.

Except as explained in this privacy policy or in agreements with our customers, Flow Mobile does not sell, license or share information that individually identifies our customers, people using our networks, or Web site visitors with others outside Flow Mobile for non-Flow Mobile purposes without your consent.

If Flow Mobile enters into a merger, acquisition or sale of all or a portion of its assets or business, customer information will also be transferred as part of or in connection with the transaction.

How we protect your personal information

Flow Mobile safeguards the security of the data you send us with physical, electronic, and managerial procedures. We urge you to take every precaution to protect your personal data when you are on the Internet.

Cookies

Our site may make use of cookies (or a similar technology) to better manage our sites and to assist us in providing you with tailored information and services. A cookie is a tiny element of data that a Web site can send to your browser, which is stored on your hard drive so that we can do things such as better serve you as you navigate through our site or when you return. You may set your browser to notify you or decline the receipt of a cookie; however, certain features of our sites may not function properly or be available if your browser is configured to disable cookies.

E-Mail

Flow Mobile's policy is not to read or disclose private e-mail communications that are transmitted using Flow Mobile services except to respond, if directed to us, or as required to operate the service, as set forth in the terms of use and policies established from time to time governing the service, or as otherwise required by law.

Information Sharing: Blogs and Social Networks

Some Flow Mobile Web sites allow you to participate in Web log ("blog") discussions and other forms of social networking. Please be aware that these blogs and social networks are accessible to other users. We urge you to not submit any personally identifiable information to these sites since any information posted on a blog can be read, collected, shared, or otherwise used by anyone who accesses the site. Flow Mobile is not responsible for the information you choose to submit in these forums.

Children

Flow Mobile recognizes the importance of children's safety and privacy on the Internet. For this reason and to comply with certain laws, we do not knowingly solicit personal information from children under the age of 13, nor do we send them requests for personal information or offer content targeted to children under 13. Children should always ask their parents or guardians for permission before disclosing any information online.

Security

Flow Mobile maintains physical, electronic and procedural safeguards designed to protect the confidentiality of personal information provided by you at our Web site. For example, unique passcodes or passwords are required to access a number of our Web site services. In addition to requiring the use of a unique passcode or password, all payments processed through our Web site require personal transactional information provided by you to be sent in a "Secure Session" using Secure Socket Layer encryption technology. This technology encrypts - or scrambles - your financial or credit card account information to help prevent unauthorized parties from reading it. However, such precautions do not guarantee that our Web site is invulnerable to all security breaches. Flow Mobile makes no warranty, guarantee, or representation that use of our Web site is protected from all viruses, security threats or other vulnerabilities and that your information will always be secure. Under our security practices and policies, access to personally identifiable information is authorized only for those who have a business need for such access, and sensitive records are to be retained only as long as necessary for business or legal needs and destroyed before disposal. When doing business with others, such as advertisers to whom you can link from our site, you should consider the separate security and privacy policies of those other sites.

If you become aware of a security issue, please call us at 1-877-FLOW2GO. We will work with you to address any problems.

Links to Other Sites

Flow Mobile's website contains links to other sites. Flow Mobile does not share your personal information with those websites and is not responsible for their privacy practices. We encourage you to learn about the privacy policies of those companies.

Third Party Information Disclaimer

This site contains specialized data and content provided by third-parties. Flow Mobile does not warrant or guarantee the accuracy, availability or completeness of this information. Neither Flow Mobile nor its content or data providers shall be liable for any errors, omissions or inaccuracies in this content.

Third Party Ad Servers

We may use a third-party advertising company to serve ads when you visit our Site. This company may use information (not including your name, address, email address or telephone number) about your visits to our and other Web sites, in combination non-personally identifiable information about your purchases and interests from other online and offline sources, in order to provide advertisements about goods and services of interest to you. In addition, we may share Web site usage information about our visitors to our sites with this company for the purpose of managing and targeting advertisements and for market research analysis on our site and other sites. For these purposes, we and our third-party advertising company may note some of the pages you visit on our site through the use of pixel tags (also called clear gifs) or other similar tracking mechanisms. In the course of serving advertisements to this site, our third-party advertiser may place or recognize a unique "cookie" on your computer.

Contact Information

If you have questions, concerns or suggestions related to our Privacy Policy or our privacy practices you may contact us at:

Flow Mobile
1915 N. Kavaney Dr.
Bismarck, ND 58501
Fax: 701-255-9509
Email: info@flowmobile.com

Updating Your Information

We strive to keep our customer records as accurate as possible. Please let us know if you see any inaccuracy in your information or if your information changes. You may reach Flow Mobile by calling a customer service representative at 1-877-FLOW2GO

Revisions

The Flow Mobile Privacy Policy is subject to change at any time. We encourage you to review the privacy policy regularly for any changes.