



## Viasat and Exede® Subscriber Privacy Policy

Viasat, Inc. and its subsidiaries and affiliates (collectively, “Viasat,” “we,” “us,” or “our”) respect and value your privacy. In this Privacy Policy (“Policy”), we describe the information that we obtain about users of Viasat and Exede® internet services and related products and services (the “Services”) (but not including our WildBlue® service, which is covered by a separate policy), including information you may provide to access our customer portals at <http://mail.exede.net> or <http://account.viasat.com> (“Sites”) related to our Services. This Policy does not apply to users of our other websites such as [www.viasat.com](http://www.viasat.com), [www.exede.com](http://www.exede.com) and [www.viasat.com/wildblue](http://www.viasat.com/wildblue), which are governed by the Website Privacy Policy available at [www.exede.com/legal](http://www.exede.com/legal), or any third-party websites that you access through the use of our Services. By visiting our Sites or using our Services, you agree that any information you provide to Viasat will be handled as described in this Policy, which is incorporated by reference into the applicable Customer Agreement or terms of service.

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### INFORMATION COLLECTION AND SOURCES

- **Information You Provide to Us**

Viasat collects personal information from you when you use our Services, create an account with us, request information from us, or otherwise contact us. The personal information we collect may include your name, address, email address, phone number, account login credentials (such as a username and password), and a credit or debit card number or other financial information (“Information”). We may combine the Information you provide to us with information from and about you that we receive from third parties, including business partners and vendors, or information that we automatically collect when you visit the Sites.

You may update or change your contact and billing information by calling our customer care number at 1-855-463-9333 (Viasat and Exede Residential customers) or 1-855-313-4111 (Viasat Internet for Business customers (includes Exede Business plans) or accessing our customer portals at <http://mail.exede.net> or <http://account.viasat.com>.

- **Information Automatically Collected**

When you use our Sites, we may use cookies, log files, or other similar technologies to conduct analytics of our Sites. For example, we may automatically collect certain non-personal information from you such as your browser type, operating system, software version, Internet Protocol (IP) address, Internet service provider and platform types. We may also collect non-personal information about your use of the Sites, including the areas or pages of the Sites that you visit, the amount of time you spend using the Sites, the number of times you return to the Sites, the amount of time it takes to load a page, the order in which the content on a page loads, and other Site usage data. This information helps us to track and understand how visitors use our Sites and improve the performance and user experience of our Sites.

We may also collect information regarding your use of our Services and how our Services perform, including account login credentials, the amount of time it takes to load a page, the order in which the content on a page loads, your browser type, IP address or media access control (MAC) address, cookies, domain and subdomain names and the complete addresses (“URLs”) of the websites you visit. If you connect devices (via a wired and/or wireless connection) to our modem, we may also collect information specific to each device you connect, including, but not limited to, the device’s unique MAC address, the hostname of the device, connection properties specific to each device, the times the device connects to or accesses the modem and the amount of data each device consumes. We may use the information described in this paragraph to troubleshoot your home network and to optimize,



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troubleshoot, measure, and monitor the performance of our network and Services, including performing de-bugging, measuring service levels and identifying loading trends and websites that are statistically significant to our user population in order to deliver internet traffic more efficiently.

- **Information You Post**

Any comments or personal information that you post on public pages (such as social media sites), within the Sites or otherwise, is publicly available and may be viewed, collected, and used by others, including Viasat. Viasat is not responsible for the accuracy of any information contained in those postings. When you post on the Viasat and Exede Internet Community forum at [community.viasat.com](http://community.viasat.com), which is hosted by Get Satisfaction, your posts are governed by Get Satisfaction's posted privacy policy, and not this Policy. We generally use the information you provide on that site to respond to customer inquiries or otherwise assist our customers.

- **Cookies and Other Tracking**

We and our service providers may use cookies and other tracking mechanisms to track information about your use of our Services and may combine this information with other Information we or our service providers collect from you.

Cookies. Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your browser to enable our systems to recognize your browser. Cookies allow a web server to transfer data to a computer for recordkeeping and other purposes. We and our third-party service providers may use "cookies" on our Sites to facilitate your ongoing access to and use of the Sites, as well as to conduct analytics on and collect usage data related to our Sites.

For example, we may use cookies to remember your username and password, if you choose to store them. We may also use cookies to determine when your current session on the Sites should be logged out after a period of no activity, as well as for efficient management of the servers providing our Sites.

There are two types of cookies we use on the Sites: session-based cookies and persistent cookies. In addition, we may also allow vendors to use "third party" cookies for specific purposes on our Sites. A description of each of these cookies is provided below.

Session Cookies. Session cookies exist only during an online session. They disappear from your computer when you close your browser or turn off your computer. When you authorize us to do so, we may use session cookies to allow our systems to uniquely identify you during a session or while you are logged in to the Sites. This allows us to process your online transactions and requests and verify your identity, after you have logged in, as you move through our Sites.

Persistent Cookies. Persistent cookies remain on your computer after you have closed your browser or turned off your computer. When you authorize us to do so, we may use persistent cookies to allow our systems to remember you and automatically log you in to our Sites.

Third Party Cookies/Applications. We may also engage third party services such as Google Analytics to provide us with information that helps us improve our Services and the experiences of our customers. These third-party services may use session or persistent cookies or other applications to uniquely identify you via your user credentials while you are logged in to our Sites. These third-party cookies and other applications do not collect any personally identifiable information other than the user credentials you provide.

Clear Graphics Interchange Formats ("GIFs"). Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. In contrast to cookies, which are stored on your computer's hard drive, clear GIFs are embedded invisibly on web pages. In addition, we or our service providers may also use clear GIFs in HTML emails to our customers to help us track email response rates, identify when our emails are viewed and track whether our emails are forwarded.

- **How We Respond to Do Not Track Signals**

While most browsers will allow you to block cookies by enabling a Do Not Track header within the browser, our system does not recognize Do Not Track headers. However, we only use cookies as described in this Policy.



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### ADVERTISEMENTS AND THIRD PARTY ADVERTISING

We may offer promotions through our Services. Some of these promotions may be based on your Information or your use of the Services and others may be based on your Information or your use of the Services combined with other customer information. We also use third parties such as network advertisers to assist us in displaying our advertisements on third party websites, and to evaluate the success of our advertising campaigns. Network advertisers display our advertisements on third party websites based on your use of our Services. This information enables us to target our advertisements to potential new customers. Third party ad network providers, advertisers, sponsors and/or traffic measurement services may use cookies, JavaScript, web beacons (including clear GIFs), Flash LSOs and other technologies to measure the effectiveness of the ads they place for us and to personalize advertising content. These third party cookies and other technologies are governed by each third party's specific privacy policy, not this Policy.

### YOUR CHOICES

If, at any time, you would like to stop receiving marketing emails from us, you may follow the opt-out instructions contained in any such email or make an opt-out request by visiting [www.exede.com/opt-out](http://www.exede.com/opt-out). Please note that it may take up to 10 business days for us to process marketing email opt-out requests. If you opt-out of receiving marketing emails from us, we still may send you emails about your account or any Services you have requested or received from us, or for other customer service purposes. Additionally, you may receive marketing or advertising emails from Viasat dealers who act independently of Viasat. Dealers are independent contractors authorized to sell Viasat services in addition to other services. Viasat does not control marketing or advertising emails from dealers to Viasat customers that were developed independently from Viasat.

You may opt-out of our collection of the complete URLs you visit by calling us at 1-855-463-9333. Please note that it may take up to 10 business days for us to process complete URL opt-out requests. We will honor such requests not to collect complete URLs, although we may utilize information about websites that our subscribers visit, in the aggregate, for purposes of internal network management and service performance optimization.

California residents may refer to the "Special Information for California Residents" section below for further information about your specific rights in relation to the personal information we maintain about you.

### HOW WE USE INFORMATION COLLECTED

We may use the Information we collect from and about you for the following business purposes:

- To fulfill orders, provide Services and communicate with customers;
- To develop new products or services;
- To respond to your inquiries;
- To contact you when necessary;
- To troubleshoot your home network and to optimize, troubleshoot, measure and monitor the performance of our network and Services, including performing de-bugging, measuring service levels and identifying loading trends and websites that are statistically significant to our user population in order to deliver internet traffic more efficiently;
- To address problems with the Sites or our business;
- To protect the security or integrity of the Sites and our business; and
- To use and disclose your credit/debit card information or other financial information only to process payments and prevent fraud.

We also may use your information for the following commercial and marketing purposes:

- To market our Services to you and engage third parties to help us market our Services; and/or



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- To contact you with information, newsletters and promotional materials from Viasat or on behalf of our partners and affiliates.

We also may use your information that we collect as described to you at the point of data collection.

Please also note that in accordance with applicable laws, your Information may be stored and used for the purposes described in this Policy in the United States or in any other country in which Viasat or its subsidiaries, affiliates or service providers conduct operations.

### INFORMATION SHARING AND DISCLOSURE

Viasat may share your Information with third parties, including for the following business purposes:

- We may disclose your Information to third party vendors, service providers, contractors or agents who perform functions on our behalf related to the Sites or Services. For example, these providers may help us deliver our current Services to new customers or new Services to existing customers.
- We may disclose your Information to outside auditors, professional advisors, potential business transition partners, and regulators.
- We may disclose your Information where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety or property of any person or entity (including Viasat), or violations of our Customer Agreements or policies.

We also may share your information in the following additional circumstances:

- If we are acquired by or merged with another company, or in the event of a consolidation or reorganization involving Viasat, or if all or a portion of our assets are transferred to another company, or as part of a bankruptcy proceeding or as part of a similar transaction, we may transfer the Information to the acquiring company or other involved third party.
- We may disclose your Information to respond to legal process, such as a subpoena or court order, to comply with the law or to protect our rights in litigation or arbitration.

### DATA SECURITY

Viasat has taken certain physical, administrative, and technical steps to safeguard the Information we collect from and about our customers and visitors to our Sites. While we seek to ensure the integrity and security of our network and systems, we cannot guarantee the security of the Information, and we encourage you to take precautions to protect your personal data when you are on the Internet.

You are responsible for maintaining the strict confidentiality of your account password, any Site login or user ID information, and Viasat device credentials, and you shall be responsible for any access to or use of the Sites or Services by you or any person or entity using your password, login or user ID, whether or not such access or use has been authorized by or on behalf of you.

Our Sites and online applications are for the sole use of Viasat customers in managing their accounts and the products and services they receive. If you choose to provide access to certain of your account data to third parties, Viasat cannot be held responsible for any release of account or personal data that occurs as a result of the access that you provide to others.

### LINKS TO OTHER WEBSITES

At times, our Sites may contain links to third party websites or applications, including third party products or services. Any access to and use of such linked products or services is not governed by this Policy, but, instead, is governed by the privacy policies or terms of use of those third parties, even though some of these other products or services may be co-branded with us. We are not responsible for the information practices of such third parties.



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### CUSTOMER PROPRIETARY NETWORK INFORMATION

Viasat collects and maintains certain customer proprietary network information ("CPNI") as part of our Viasat Voice service. CPNI includes, among other things, how you use the Viasat Voice service (for example, calling records) and your billing information. Your Viasat Voice telephone number, name, and address do not constitute CPNI. Federal law generally permits Viasat to use CPNI in its provision of the Viasat Voice service, including billing and collections for such service. Federal law and regulations permit Viasat to use, disclose or permit access to CPNI (i) to provide or market service offerings among the categories of services to which you already subscribe, or (ii) for legal or regulatory reasons, such as to respond to a court order, to investigate fraud, to protect Viasat's rights or property or to protect other users of Viasat's services against unlawful, fraudulent or abusive use of Viasat's services. Viasat does not sell or trade your CPNI with anyone outside of Viasat and those third parties authorized to perform functions on Viasat's behalf related to the performance of the Viasat Voice service, except as the law may require or permit or you may otherwise authorize. Neither Viasat, nor any third party to whom Viasat has provided CPNI, uses CPNI for marketing purposes, except as may be permitted by law.

### SPECIAL INFORMATION FOR CALIFORNIA RESIDENTS

California residents may request a list of all third parties to which we have disclosed certain Information about you for the third party's direct marketing purposes. Viasat does not currently disclose any Information to third parties for their direct marketing purposes.

California residents also may exercise the following rights:

- Up to two times each year, you may request that we disclose to you the categories and specific pieces of personal information that we have collected about you, the categories of sources from which your personal information is collected, the business or commercial purpose for collecting your personal information, the categories of personal information that we disclosed for a business purpose, the categories of third parties with whom we have shared your personal information, any categories of personal information about you that we sold, and the business or commercial purpose for selling your personal information, if applicable.
- You may request that we delete personal information that we have collected from you, subject to certain exceptions.

To exercise your rights, you can contact us at [privacy@viasat.com](mailto:privacy@viasat.com) or by calling us at 1-855-463-9333. If you exercise any of your rights, we will not discriminate against you, such as by denying you access to our services or restricting your access to products or services of a certain price or quality.

For purposes of compliance with the California Consumer Privacy Act, we make the following disclosures:

- We collect the following categories of personal information: Identifiers, personal information described in Cal. Civ. Code 1798.80, internet or other electronic network activity information, characteristics of protected classifications under California or federal law, commercial information, professional or employment-related information, and inferences drawn from the preceding categories of personal information.
- We disclose the following categories of personal information for a business purpose: Identifiers, personal information described in Cal. Civ. Code 1798.80, internet or other electronic network activity information.
- We do not sell your personal information.



## **Viasat and Exede<sup>®</sup> Subscriber Privacy Policy**

### **ACCESS TO YOUR PERSONAL INFORMATION**

If you have an account for our Services, you may sign in to your account and update your personal information contained in the account.

### **CHANGES TO THIS PRIVACY POLICY**

Viasat may amend this Policy from time to time. When we do, we will post the change(s) on the Sites. If we make any material changes in the way we use or disclose the Information you provide to us, we will provide appropriate notice to you.

### **HOW TO CONTACT US**

If you have any questions that you would like to ask about this Policy or about our handling of your Information, please contact customer care at 1-855-463-9333 (Viasat and Exede Residential customers) or 1-855-313-4111 (Viasat Internet for Business customers, (includes Exede Business plans).

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