

## **CITIZENS PRIVACY STATEMENT**

Citizens is committed to protecting your privacy and developing technology that gives you the most powerful and safe on-line experience. This Statement of Privacy applies to Citizen's websites and governs data collection and usage. By using the Citizens websites, you consent to the data practices described in this statement.

### **Collection of your Personal Information**

Citizens collects personally identifiable information, such as your email address, name, home or work address or telephone number. Citizens also collects anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests and favorites.

Information about your computer hardware and software is also automatically collected by Citizens. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by Citizens for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Citizens websites.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Citizens public message boards, this information may be collected and used by others. Note: Citizens does not read any of your private online communications.

Citizens encourages you to review the privacy statements of websites you choose to link to from Citizens so that you can understand how those websites collect, use and share your information. Citizens is not responsible for the privacy statements or other content on websites outside of the Citizens family of websites.

### **Use of your Personal Information**

Citizens collects and uses your personal information to operate the Citizens websites and deliver the services you have requested. Citizens also uses your personally identifiable information to inform you of other products or services available from Citizens and its affiliates. Citizens may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Citizens does not sell, rent or lease its customer lists to third parties. Citizens may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (email, name, address, telephone number) is not transferred to the third party. In addition, Citizens may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Citizens, and they are required to maintain the confidentiality of your information.

Citizens does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

Citizens keeps track of the websites and pages our customers visit within Citizens, in order to determine what Citizens services are the most popular. This data is used to deliver customized content and advertising within Citizens to customers whose behavior indicates that they are interested in a particular subject area.

Citizens websites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Citizens or the site; (b) protect and defend the rights or property of Citizens; and, (c) act under exigent circumstances to protect the personal safety of users of Citizens, or the public.

## **Use of Cookies**

The Citizens websites uses “cookies” to help you personalize your on-line experience. A cookie is a text file that is placed on your hard disk by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Citizens pages, or register with Citizens site or services, a cookie helps Citizens to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Citizens website, the information you previously provided can be retrieved, so you can easily use the Citizens features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Citizens services or websites you visit.

## **Security of your Personal Information**

Citizens secures your personal information from unauthorized access, use or disclosure. Citizens secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

## **Changes to this Statement**

Citizens will occasionally update this Statement of Privacy to reflect company and customer feedback. Citizens encourages you to periodically review this Statement to be informed of how Citizens is protecting your information.

## **Contact Information**

Citizens welcomes your comments regarding this Statement of Privacy. If you believe that Citizens has not adhered to this Statement, please contact Citizens at [marketing@wpa.net](mailto:marketing@wpa.net). We will use commercially reasonable efforts to promptly determine and remedy the problem