



Atlantic Broadband High-Speed Internet Privacy Policy

This privacy statement covers the Atlantic Broadband Internet Service (the “Service”) only, and should be read in conjunction with our other website and Internet service related legal agreements and policies, including our Customer Privacy Notice, Website Privacy Statement and our Terms and Conditions of Service, all of which are available on our website at www.atlanticbb.com/business. In this privacy information page, the terms “Atlantic Broadband,” “we,” “us,” or “our” refer to the operating company subsidiary of Atlantic Broadband Finance LLC that owns and/or operates the cable television system in your area pursuant to a cable television franchise with the state or local franchising authority. The term “you” refers to you, a subscriber to our High-Speed Internet service or other service. Please read the contents below and check this page periodically for any changes or updates.

Provision And Transmission Of Information

We will not read your outgoing or incoming email, private chat, or instant messages, but we (or our third-party providers) do store email messages on computer systems for a period of time. We could be required to disclose these messages and communications along with other personally identifiable information about you to comply with law or to protect our Service as described in the Atlantic Broadband Customer Privacy Notice. We also monitor the performance of our Service and your service connection in order to manage, maintain, and improve the Service and your connection to it. We (or our third-party providers) use tools to help prevent and block “spam” emails, viruses, spyware, and other harmful or unwanted communications and programs on the Service. These tools may automatically scan your emails, instant messages, file attachments, and other files and communications in order to help us protect you and the Service against these harmful or unwanted communications and programs. However, these tools do not collect or disclose personally identifiable information about you. You should also be aware that any personally identifiable information you provide in forums, chat areas, instant message services, or bulletin boards may be read, collected, and used by others who access those services. We are not responsible for any personally identifiable information you choose to submit in forums, chat areas, instant message services, bulletin boards, or any other publicly accessible service or website.

Software and Configuration

You have the choice to provide any information to a support representative, and you have the ability to confirm your decision before sending any information to our systems. The information collected by our support team is limited to any emails you send or

discussions you have during a live support session. This information is available only to authorized personnel for maintaining and supporting the use of the Service. Atlantic Broadband also provides customer contact and support pages on the Service that you can use to communicate with Atlantic Broadband about technical support. Atlantic Broadband uses the information provided by you on these pages to support your use of the Service. Atlantic Broadband may also offer or provide software directly or through third parties for your use in connection with the Service. For example, we may provide software you can use for security, search, parental controls, digital photographs, gaming, instant messaging, and video emails. These programs may be subject to their own terms of service and other policies. You should carefully read their terms and policies to understand how they may use personally identifiable information about you. In certain cases, at your request or with or without prior notice to you, Atlantic Broadband may configure your Service or Service related equipment to resolve a technical support issue or otherwise render or deliver the Service. Atlantic Broadband may perform these configurations remotely over the cable network and/or the Internet.

Preferences

We store information that you provide to personalize your settings on the Service so that you don't have to change these settings each time you use the Service. We do not share your preferences with third parties except for service providers or other third parties who may provide certain components of the Service.

Cookies

Cookies are small files stored on a computer's hard drive to simplify and improve a user's Web experience. A website may store information in a cookie about your computer configuration so that it can more efficiently provide information to you the next time you visit the site. Or, your browser program might save a cookie with your username and password so that a website's server will automatically recognize you the next time you access the site. Atlantic Broadband uses cookies on its own website, www.atlanticbb.com/business, among other things, to remember your username and password, as well as to remember some of your personalization preferences and Service plan features. Atlantic Broadband does not store your name or other personal information in cookies.