



Privacy Policy



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Privacy Policy

Introduction

Your privacy is important to One Communications. Please carefully read this Privacy Policy, as it discloses the information practices for One Communications' websites (each a "Website"), including what type of information is gathered and tracked, how the information is used, and with whom the information is shared. We reserve the right in our sole discretion to change or delete any Term at any time, so please check back periodically to review the terms.

Consent

By accessing, browsing or using the Website, you acknowledge that you have read, understand, agree and consent to the terms and conditions of this Policy. Specifically, you consent to the collection, use, and disclosure of your information, including personal information pursuant to the terms of this Policy. If you do not consent to these terms and conditions, please do not access, browse, or use this Website.

Information Collected

Non-Personal Information

When you visit a Website, we or a third party service provider acting on our behalf ("Service Provider") may collect certain non-personal information from you. This information does not identify you personally, but may include your Internet Protocol ("IP") address, the website address of your point of entry to our Website, information about your connection, computer, operating system and browser type. Additionally, we or our Service Providers may collect information about your browsing activity such as the date and time you visit the Website, the areas or pages of the Website that you visit, the amount of time you spend viewing the Website, the number of times you return to the Website, and other click-stream or site usage data. We use this information to help improve your online experience and monitor the performance of our Website.

We, or our Service Providers, collect this information through the use of various technologies, including "cookies" and an invisible pixel. A cookie is a piece of data that a website can send to your browser, which may then be stored on your computer as an anonymous tag that identifies your computer but not you. Some of our Websites use cookies, sent by One Communications or its Service Providers, or other technologies to better serve you when you return to the Website. You can set your browser to notify you before you receive a cookie, giving you the chance to decide whether to accept it. You can also set your browser to turn off cookies. If you do so, however, some features on the Website may not work properly.

Personal Information

In general, you can visit the Website without telling us who you are and without giving any personal information about yourself. There are times, however, when One Communications or our Service Providers may request information from you in order to fulfill your needs or address a specific question you may have. This information may include your name, address, telephone number, email address, credit card number, or One Communications account number. This information may be gathered when you: (1) order services from us; or (2) request information from us or otherwise contact us.

You may choose to give us personal information in a variety of situations. For example, you may want to give us information, such as your name and address or email address, in order for us to correspond with you or to process an order. You may give us a description of your education and work experience in connection with a job opening at One Communications for which you wish to be considered. You will also be requested to provide personal login and password information to access certain customer portals that contain your account information with us. Additionally the information may be collected from your direct entry of the information via a web-based form or by you providing it through a "chat" interface. If you tell us that you do not want us to use this information to make further contact with you beyond fulfilling your requests, we will respect your wishes. If you give us personal information about somebody else, such as a spouse or work colleague, we will assume that you have his or her permission to do so.

Your personal information that we collect from and about you online may be combined with information we receive from and about you offline.

User Feedback

Should you respond to One Communications or any of our employees, agents, or Service Providers through the Website, via email or otherwise, with any information including, but not limited to, feedback, questions, requests, opinions, comments, suggestions, or the like regarding the content of any One Communications document, the Website, or One Communications services, such information shall be deemed to be non-confidential and we shall have no obligation of any kind with respect to such information. One Communications shall be free to reproduce, use, disclose and distribute the information to others without limitation and shall be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose whatsoever to the extent not prohibited by law.

How One Communications Uses Your Information

One Communications may use the information collected from visitors to the Website for any of the following purposes: (1) to fulfill orders, provide service and communicate with customers; (2) to develop new products or services; (3) to respond to your inquiries; (4) to provide you with more relevant offers and advertising on the Website; (5) to contact you with information and promotional materials from One Communications as well as from our subsidiaries, affiliates, marketing partners, advertisers and other third parties; (6) to contact you when necessary; (7) to review the usage and operations of our Website and services; (8) to address problems with the Website, our business or our products and services; and (9) to protect the security or integrity of the Website and our business. We may also use your information as described to you at the point of collection. We primarily use this information to ensure that you see the correct products and pricing applicable to your geographic business location, to manage the content and frequency with which you see an online advertisement and to understand the effectiveness of our advertising.

Anonymous browsing information may be used to gather broad demographic information used in marketing, promotion or similar activities. This information may be aggregated to measure the number of visits, average time spent, page views and other statistics about visitors of the Website. One Communications also may use this data to monitor Website performance and to make the Website easier and more convenient to use.

How One Communications May Disclose Your Information

One Communications will not sell, share, trade or give away any information that it collects or receives regarding Website visitors, unless a visitor has consented to do so. We may provide third parties with aggregate statistics about our visitors' activities on the Website for purposes of marketing, promotion or other similar activities, however this use will not disclose personally identifiable information. Additionally, we may provide information to our Service Providers if the disclosure will enable them to perform a business, professional, or technical support function for us. One Communications may disclose information about visitors, in aggregate or individually, if we have a good faith reason to believe we are required by law or legal process to do so, to respond to claims, or to protect the rights, property or safety of One Communications or others. In the event One Communications decides to sell all or part of its assets, we reserve the right to include Information among the assets transferred to the acquiring party.

Marketing Email Opt-out:

You may opt out of receiving marketing-related emails from One Communications by following the "unsubscribe" instructions at the bottom of any marketing email you receive.

Customer Proprietary Network Information (CPNI)

CPNI is information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by you or your company (collectively, “you”), and that is made available to us solely by virtue of our carrier-customer relationship. It includes information contained in your bills pertaining to the telecommunications services we provide to you but does not include information derived from non-telecommunications services we provide to you.

Under federal law you have a right, and One Communications has a duty, to protect the confidentiality of CPNI. One Communications is currently permitted to use CPNI, without further action by you or by One Communications, to offer additional services of the type you already purchase from One Communications. Should we desire to use your CPNI to offer you new and different communications-related products and services, One Communications is required to provide notice and to obtain additional consent for such use of your CPNI. You may limit or revoke consent at any time, but to do so, you must notify us in writing at One Communications, 5 Wall Street, Burlington, MA 01803, Attention Contract Administration, or by fax to (781) 362-1307, or by email at exemption@onecommunications.com. You must provide the following information (i) your name; (ii) service billing address, (iii) ten-digit telephone number(s), and (iv) service account number. Your decision will not affect the provision of services you already receive from One Communications. Except as permitted or required by law, One Communications will not knowingly provide access to or disclose your CPNI without your consent.

Protecting Children’s Online Privacy

The Website is not directed towards children less than 13 years of age, and One Communications does not knowingly collect any personal information from children under 13 years of age through the Website. If you are under 13 years of age, you are not permitted to submit personal information to One Communications through the Website.

Security

One Communications utilizes reasonable efforts to keep Website visitors’ personal information secure through certain physical, electronic, contractual and managerial steps to safeguard the information such as the use of secure encryption technology during transmission of certain data, or by restricting physical access to systems on which personal information is stored by appropriate logon and/or password controls. Information collected from visitors is stored in databases One Communications controls directly or through its Service Providers.

Links to Other Websites

The Website may contain links to other websites. We are not responsible for the content on these sites or the privacy policies and practices employed by these websites.

Information Sharing: Blogs and Social Networks

Some One Communications Websites may allow you to participate in social networking related activity and online discussions. Please be aware that blogs and other social media websites are fully accessible to a worldwide audience. We caution you to not submit any personally identifiable information to these sites. Typically, information posted on a social media website can be read, collected, shared, and/or used by anyone who accesses the site. One Communications is not responsible for the information you choose to submit in these forums.

Changes to This Policy

We reserve the right in our sole discretion to change or delete any Term at any time. You will be able to see that changes have been made by checking to see if the effective date posted at the end of the policy has changed.

How to Contact One Communications

If you have any questions about this Policy, please contact us at:

Office of General Counsel
5 Wall Street
Burlington, MA 01803
email: generalcounsel@onecommunications.com
Phone: 781-362-5700