

Privacy Policy



Cavalier is committed to your privacy. This Privacy Policy demonstrates our commitment to privacy and security, and informs you of the type of information we may gather about you, either as a visitor to Cavalier's website, or when you order Cavalier services. This Privacy Policy also explains how Cavalier may use that information, whether we disclose it to anyone, and your ability to control the use of that information. Cavalier's privacy policy governs data collection and usage for all Cavalier services. Cavalier requests that you read this Policy carefully.

CUSTOMER PROPRIETARY NETWORK INFORMATION

"Customer Proprietary Network Information," or "CPNI" is a broad term that encompasses two main categories of information which carriers like Cavalier collect and use in order to conduct business and offer telephone and data services. First, CPNI includes, among other things, individually identifiable information indicating to whom, where, and when a customer places a call, as well as the types of service offerings to which a customer subscribes and how much any particular service is used. Second, "aggregate customer" information, is collective data that relates to a group or category of service or customers from which individual customer characteristics have been removed.

COLLECTION, USE AND DISCLOSURE

Typically, companies like Cavalier collect the data described above through the ordinary course of the customer-carrier relationship. When necessary, Cavalier uses such information to fulfill orders, provide service, bill, and communicate with customers. We may also use such data to develop new products or services tailored to fit customers' specific needs.

Cavalier protects all CPNI in the control of Cavalier, and treats such information in a manner consistent and in compliance with Federal Communications Commission (FCC) requirements.

"Individually Identifiable" CPNI

Cavalier will not sell, trade, or disclose to unaffiliated third parties any individually identifiable customer information without the consent of the customer. As used in this Privacy Policy, "unaffiliated third parties" do not include Cavalier's agents or affiliates that sell or provide communications-related services, its joint venture partners, or independent contractors.

However, Cavalier, its agents and affiliates that provide communications-related services, its joint venture partners or independent contractors may use, disclose, or permit unaffiliated third parties to access customers' individually identifiable CPNI in order to (1) initiate, render, bill, and collect for telecommunications service; (2) protect Cavalier's rights or property, or to protect customers and other carriers from the fraudulent, abusive, or unlawful use of, or subscription to, such service; or (3) to provide any inbound telemarketing, referral, or administrative service to the customer for the duration of the call, if such call was initiated by the customer and the customer approves of the use of such information to provide such service.

Please note that in order to better serve your communications needs and to identify, offer and provide products and services to meet your requirements, we need your permission to share this information among our affiliates and agents and their subsidiaries. The protection of your information is important to us, and we acknowledge that you have a right, and we have a duty, under federal and state law, to protect the confidentiality of your CPNI.

You have a right to keep your CPNI private by "opting out." Unless you provide us with notice that you wish to opt out within 30 days of us providing notice to you in your bill or through the mail, we will assume that you give us the right to share your CPNI with the authorized companies as described above. CPNI will not be shared with unrelated third parties. You may opt out by calling us at (877) 450-4252.

"Aggregate Customer" Information

Cavalier also gathers a variety of aggregate customer information, including, but not limited to, the number and frequency of calls into our Customer Care Department and visits to Cavalier's website and its different pages. Web visits are monitored through the use of "cookies." A cookie is a small data file that can be placed on your hard drive when you visit certain websites. Cavalier may use cookies to collect, store, and sometimes track information for statistical purposes to improve the products and service we provide and to manage our telecommunications networks. As explained in more detail below, Cavalier may share with unaffiliated third parties such aggregate information.

Non-Cavalier websites may require you to accept cookies. We do not control use of these cookies and expressly disclaim responsibility for information collected through them.

ONLINE SHOPPING

Though Cavalier may provide Internet services to an unaffiliated third party from whom you then purchase services online, Cavalier has no control over the unaffiliated third party's use of any personal information you provide when placing such an order with the unaffiliated third party. Please exercise care when doing so.

RESPONSES TO EMAIL INQUIRIES

When visitors or customers send email inquiries to Cavalier, the return email address is used to answer the email inquiry we receive. Cavalier does not use the return email address for any other purpose and does not share the return email address with any unaffiliated third party.

WHERE TO DIRECT QUESTIONS ABOUT CAVALIER'S PRIVACY POLICY

If you have any questions about this Privacy Policy or the practices described herein, you may contact:

Cavalier
Attn: Regulatory
2134 W. Laburnum Ave
Richmond, VA 23227

Phone: 877.450.4252
Email: privacy@cavtel.com

REVISIONS TO THIS POLICY

Cavalier reserves the right to revise, amend, or modify this policy and our other policies and agreements at any time and in any manner. We therefore encourage you to review this Policy from time to time.

LIMITATION OF LIABILITY

Cavalier assumes no liability, whether in contract or tort, for any direct indirect special, consequential or punitive damages, including (without limitation) damages for loss of anticipated profits or revenue or other economic loss in connection with or arising from any act or omission by Cavalier, its agents, affiliates, joint venture partners, independent contractors, or unaffiliated third parties as a result of any act or omission in fulfillment of or in breach of this Policy.