



Saturna Net Cooperative - Privacy Policy

Protecting your privacy is important to Saturna Net Cooperative (SNC). Although our ability to provide service requires that we collect some information about our members, we take measures to ensure the privacy and confidentiality of that information.

What Is Personal Information?

Personal information is defined as information about an identifiable individual, but information that is publicly available (public directory listing of your name, address, telephone number and e-mail address) is not considered personal information.

As a policy SNC does not collect personal information under this definition.

Why Do We Collect Any Subscriber Information?

- To establish and maintain your customer account file.
- To enable a member's Internet access or e-mail address.
- To satisfy legal and regulatory requirements.

SNC shall not, as a condition of providing service, require a customer to consent to the collection, use or disclosure of personal information beyond that necessary to provide the service. SNC as a policy does not monitor/collect/or store an individual's network use, nor as a policy does the SNC configure the network to allow access of the user's local network.

SNC will only collect data that is pertinent to the effective running of the co-op.

Information will not be used by any of SNC's employees or representatives for purposes other than those required in the performance of their duties without your consent, unless you have been advised or have previously consented to such use. SNC will only use this information in accordance with this policy, the law and our contractual rights and obligations. You have the right to access all information that we maintain and to correct any inaccurate information if necessary.

Your account information will only be made available to authorized personnel after identification and proof of entitlement has been made. Account information will only be accessible to SNC Directors, employees, representatives and service providers who require access in the performance of their duties.

SNC employees and representatives must abide by our commitment to privacy in handling any personal information of our customers.

In providing information to organizations and individuals acting on our behalf, SNC requires such organizations or individuals to abide by our privacy policy, otherwise customer information will be disclosed only when required by law.

The length of time that SNC retains your information may vary depending on the services we provide to you and the nature of the information. We will only keep your information in our records as long as it is needed for the identified purpose at time of collection or as required by law.

SNC does not seek to collect personal information, nor would it provide or sell such personal information to any outside company for use in marketing or solicitation. There are cases however, in which we may share customer information on a confidential basis, such as to an agent providing services on our behalf.

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