

	<b>Policy Title: Privacy Policy</b>		
	<b>Department: Tidal Network</b>		
	<b>Approval: Approved</b>		
	<b>Policy#: POL-002</b>	<b>Original Effective Date: 4/30/2025</b>	
	<b>Page: 1 of 5</b>		<b>Last Revised:</b> <b>04/30/2025</b>

## Privacy Policy

Tidal Network (“TIDAL” “Company,” “us,” “we,” or “our”) values the privacy and security of Subscriber Personal Information. This Privacy Policy describes the type of Personal Information we collect, how it is used, disclosed, and secured, and options regarding certain uses of this information. This Privacy Policy applies to visitors and users (“Users”) of our website and applications (“Site”) and applicants and current or former Subscribers (“Subscribers”) of our various services, including VoIP services, broadband Internet access services, video services, and mobile voice and data services (collectively, “Services”) residing in the United States.

Any capitalized terms used herein shall have the same meaning as defined in the TIDAL NETWORK Master Service Agreement.

By using our Site and Services, Subscribers consent to the data practices described in this Privacy Policy regarding the collection, use, disclosure, and disposal of your Personal Information. Our Site and Services are designed and targeted to United States audiences and are governed by and operated in accordance with the laws of the United States. If Subscriber is not a United States citizen or does not reside in the United States, Subscriber voluntarily consents to the collection, transfer, use, disclosure and retention of Subscriber Personal Information consistent with the laws of the United States. Subscriber also agrees to waive any claims that may arise under Subscriber’s own national laws.

## I. INFORMATION TIDAL COLLECTS

### A. Information You Provide

TIDAL (including our Operational Service Providers third-party vendors supporting service delivery) collects information when you sign up for service, create or manage your account, contact customer support, or visit our website. This typically includes your name, billing and service addresses, email address, phone number, and payment details. In certain circumstances such as verifying identity, preventing fraud, or meeting regulatory requirements, we may also ask for additional identifying information.

Additionally, if you subscribe to our VoIP (voice) services, we collect Customer Proprietary Network Information (CPNI), which includes details about your voice service usage, such as call records and technical configuration.

## B. Information Automatically Collected

Whenever you visit, interact with, or use our Site or Services, TIDAL may use a variety of technologies, such as cookies, web beacons, pixel tags, log files, local shared objects (such as Flash cookies), HTML5 cookies, or other technologies, to automatically or passively collect certain information about your online activity.

We may also collect non-personal information on an anonymous basis, which is not unique to a Subscriber and cannot be used individually to identify a specific person, such as zip code, age, gender, preferences, interests, and favorites. However, demographic and other information that is linked to or associated with a Subscriber's personal information or Account is deemed to be Personal Information.

Information about your computer hardware and software also may be automatically collected by us. This information can include: your IP address, browser type, domain names, access times and referring website addresses, and browser and search history. This information is used for the operation of the Services, to maintain the quality of the Services, and to provide general statistics regarding the use of our Site and Services. Please keep in mind that if you directly disclose Personal Information through our public message boards or other public areas, this information may be collected and used by others. TIDAL is not responsible or liable for any third-party use of Personal Information shared or otherwise disclosed by Users or Subscribers on its public message boards or other public areas.

IP address and other persistent device identifiers, such as cookies, plus the nature of any of user devices or other personal property using the Site and Services, and web-browsing or app usage history, are traditionally classified as non-personal information but could be classified as Personal Information when such information is either 1) linked to a specific person, computer or device; 2) is combined with other Personal Information; or 3) is required by applicable law to be classified as Personal Information.

**Site Visits.** We may collect information about your visit to the Site, including the date and time you visit the Site, the areas or pages that you visit, the amount of time you spend viewing or using the Services, other click-stream or site usage data, emails that you open, forward or click-through to the Services, and/or other sites that you may visit.

**Service and Device Information.** We may collect information regarding websites visited, application and feature usage, network and device data, router connections, IP addresses or other unique identifier or information from the computer, mobile device, tablet or other device you use to access the Site and Services, including but not limited to your browser type, device type, operating system, software version, phone model, phone operating system, and the domain name from which you accessed the Site and Services.

**Use of Third-Party Analytic Technologies.** We may use third-party analytics and tracking tools to better understand who is using the Site or Services, how they are using the Site or Services, how to improve the effectiveness of the Site and Services, and related content. These tools may use technology such as cookies, web beacons, pixel tags, log files, Flash cookies, HTML5 cookies, or other technologies to automatically collect and store certain

information. These tools may also combine information they collect from your interaction with the Site or Services with information they collect from other sources. We do not have access to, or control over, these third parties' use of cookies or other tracking technologies. By using the Site and Services, you consent to the use of these third-party analytics and tracking technologies as described above.

## **II. INFORMATION USE**

Tidal uses the information it collects to: deliver, maintain, and repair the Site and Services; establish, monitor and maintain account and billing records; measure credit and payment risk; provide account-related services; assist with service-related issues or questions; manage and protect the Site, Network, Services, Subscribers and other users from fraudulent, abusive, or unlawful uses; improve and personalize our Site and Services; research and develop new products and services; determine your eligibility for new products and services; use in the aggregate for analytical and demographic purposes; deliver first-party marketing offers to you that are among the categories of Service to which you already subscribe and other communications-related services; and for other purposes disclosed at the time of collection.

## **III. INFORMATION TIDAL NETWORK SHARES WITH OTHERS**

We may share your information with the following entities for the following reasons:

Affiliates, agents, Operational Service Providers, to provide communications-related and security services for business, operational, promotional and first-party marketing purposes;

Law enforcement or government entities in response to subpoenas, court orders, or other regulatory or legal process (including civil and criminal) or as otherwise required by applicable law;

In order to investigate, prevent, or take enforcement action regarding illegal activities, suspected fraud, and situations involving potential threats or harm to any person (including Subscribers), the Network, Site, Services, or other Company assets, or in cases where we believe our Master Service Agreement has been/is being violated; and

In the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or part of our business, assets or membership.

We do not sell or lease our Subscriber Personal Information to third parties for their advertising and marketing purposes without your consent. We also request that our Operational Service Providers not sell or lease any Subscriber Personal Information for their own marketing or advertising purposes. TIDAL is not responsible or liable for any actions taken by any Operational Service Providers who do not comply with this request.

## **IV. YOUR CHOICES**

### **A. Cookies and Ad Choices**

Certain parts of TIDAL's Site require cookies. You may adjust your equipment or Internet browser settings to limit certain tracking or to decline cookies, but, by doing so, you may not be able to use certain features of the Service or take full advantage of all of our offerings. Please refer to your equipment's settings or your Internet browser's "Help"

section for more information on how to delete and/or disable your equipment or browser from receiving cookies or controlling your tracking preferences. If you wish to prevent your data from being used by Google Analytics, Google has developed the Google Analytics opt-out browser add-on available <https://tools.google.com/dlpage/gaoptout/>.

We do not provide third-party “Network Advertising,” which is advertising based on Subscriber’s overall Internet usage across different third-party websites or online services.

Because we do not provide network ads, we do not recognize the “Do Not Track” settings on various Internet browsers. We do not engage or allow third parties to track you across the Internet and across time for advertising purposes.

#### B. Marketing Communications

We provide Subscribers with the opportunity to update their Personal Information or opt-out of the use of Personal Information or CPNI for purposes not directly related to placement, processing, fulfillment, delivery or troubleshooting our Site and Services. We only conduct first-party marketing, which means that we may use your Personal Information to market our own Services. To opt-out of our own marketing communications, you may:

Send us an e-mail at [info@tidalnet.com](mailto:info@tidalnet.com); or call 907.463.7966;

Contact us by mail at the address below in the “Contact Us” section; or

Unsubscribe from email or text communications at any time by unsubscribing or following the instructions contained within the email or text messages.

#### C. Updating Your Information

To update or correct your Personal Information, sign in to your account via the “Account Page” on our Site or contact us directly using the information provided in the “Contact Us” section below. If you deactivate your account, we may retain some information as required for business operations, legal obligations, or security purposes.

### V. CHILDREN’S PRIVACY

We do not request, nor do we knowingly collect, any Personal Information from children under the age of thirteen. If we learn that a child under the age of thirteen has provided Personal Information to our Site or Services, TIDAL will use reasonable efforts to remove such information from our files.

### VI. DATA SECURITY AND RETENTION

We retain your personal and sensitive data for as long as necessary to fulfill the purposes for which we collected it, unless a longer retention period is required or permitted by applicable law. We may also retain your data for legitimate business interests, such as fraud prevention, dispute resolution, or compliance with our legal obligations. Once the data is no longer required for the purposes set forth herein, we will delete it from our systems or anonymize it so that it cannot be linked back to you.

You can request that we delete your personal and sensitive data at any time by contacting us. We will process your request to the greatest extent practicable within a reasonable time frame, subject to our data retention policy and applicable laws. Please note that some of your data may remain in our backup systems for a period of time after deletion, until it is overwritten or purged. We may also retain some of your data as necessary to comply with our legal obligations, enforce our terms and conditions, or protect our rights and interests.

We take reasonable measures to protect your personal and sensitive data from unauthorized access, use, disclosure, alteration, or destruction. We use industry-standard encryption, firewalls, and other security technologies and practices to safeguard your data. However, no data transmission or storage system is guaranteed to be 100% secure. Therefore, we cannot absolutely ensure or warrant the security of any data that you provide to us or that we collect from you. You are responsible for maintaining the confidentiality of your account password and any other access credentials.

## **VII. REVISIONS TO THIS PRIVACY POLICY**

We reserve the right, at our sole discretion, to change, modify, add, remove, or otherwise revise portions of this Privacy Policy at any time. Any revisions to this Privacy Policy will be available on the Site. Your continued use of the Site following the posting of changes to these terms signals your assent to these changes unless additional notice or advance consent is required by applicable law.

## **VIII. HOW TO CONTACT US**

In order to resolve a complaint regarding the Services or to receive further information regarding use of the Services, please contact us at:

Central Council of Tlingit & Haida Indian Tribes of Alaska  
Attn: Tidal Network  
PO Box 25500  
Juneau, AK 99802  
United States  
Phone: (907) 463-7966  
support@tidalnet.com

## **IX. HOW TIDAL MAY CONTACT YOU**

You authorize TIDAL to contact you regarding your Service or Agreement via mail or courier service at your provided address; email at the address you provided (or later update); phone call, voicemail, or text message at the phone number(s) you provided (or later update); or through in-person visits to your premises, as needed. You agree to keep your contact information current and notify TIDAL promptly of any changes.