

## **CenturyLink Smart Home Privacy Notice**

Effective 02/24/2012

### **Introduction and Our Commitment to Privacy**

CenturyLink Smart Home is a security service that provides alarm, video monitoring, and may include home lighting and thermostat controls. It uses alarm sensors, equipment, video cameras, and a touch screen tool and web portal for the customer to register for and manage the service. The touch screen tool can also be used to access news, weather and sports information, among other things.

CenturyTel Security Systems, Inc. d.b.a. CenturyLink ("CSS") provides CenturyLink Smart Home. CSS respects and is committed to protecting the privacy of our customers. In this Privacy Notice, we outline what information we collect when customers register for and use CenturyLink Smart Home, how we use that information, and how we protect it. We encourage you to read this Privacy Notice carefully and refer to it in the future for changes. Please direct any questions about it to [privacy@CenturyLink.com](mailto:privacy@CenturyLink.com).

### **Scope of CenturyLink Smart Home Privacy Notice**

This Privacy Notice is for CSS' CenturyLink Smart Home services, the associated web portal, and related web pages that may be accessed through it. CenturyLink, Inc. has a separate Privacy Policy that applies to the High Speed Internet, data, telephone, and other services it provides and also to its websites, including MyAccount. Click here to view [CenturyLink's Privacy Policy](#).

### **What Information Does CSS Collect?**

CSS collects information from customers when they order service and when we provide our services. The information we collect may include name, address, email address, telephone number, date of birth, social security number, driver's license number, credit information, payment information, user IDs, passwords, your contact information, contact information for those who you want us to notify in response to alarms or other events detected by CenturyLink Smart Home. We may also collect other details about your home that are necessary for us to provide our security services or home control features such as the number of rooms and doors, the square footage and programming or scheduling history for lighting and thermostat controls.

To promote high quality customer service, we may record or listen to calls to or from our monitoring center, or to employees in our customer service, repair or sales departments. We also may monitor, save and review communications via email, Instant Messaging or "chat" services with our online customer services, sales and other personnel.

To promote the reliability of CenturyLink Smart Home, we may also collect, review and use information generated from the systems, equipment and networks that we use to provide our services. And the provision of our service may involve the collection and storage of video (in secure form) from your home by one of our partners, iControl.

### **How Does CSS Use Information?**

CSS uses information about its customers and information generated by its systems and networks to establish, maintain, and bill for service, to better understand our customers' needs and interests, and to provide better services and service updates, including marketing for CSS' or related services. We may also use this information to manage and update our web portals and other websites. Additionally, CSS shares the information it gathers with business partners that help provide the service, including iControl. We contractually require all CSS partners to protect information about our customers, only use it for the provision of CSS services, and to notify CSS of any unauthorized use, access to or exposure of that information. These partners have procedures for the security, protection and auditing of access to video clips and other sensitive information. However, CSS and our partners may be required to share video clips or other sensitive information in response to legal demands or for the limited purposes more fully described below, which generally relate to the protection of public safety or the prevention of harm.

### **Does CSS Share Information About You?**

In general, CSS does not sell, lease or otherwise disclose information about its customers to third parties. The following exceptions apply to that general rule:

- To provide this service, CSS utilizes iControl as a business partner. [Click here for iControl's Privacy Policy](#). CSS may engage with other business partners for the provision of the CenturyLink Smart Home service, and may share information with iControl and other partners as necessary for the provision of and billing for the service.
- CSS may provide information about its customers to third parties to comply with court orders, subpoenas, or other legal or regulatory requirements. CSS service providers are contractually required to notify CSS of any legal demand involving a CSS customer, unless the demand requires confidentiality. CSS and our service providers may need to fulfill legal demands or subpoenas for video clips, pictures or other information about your home which may require personnel to unencrypt this information, which is otherwise encrypted in storage.
- CSS may provide information about our customers or occurrences in their homes to third parties to notify law enforcement, medical providers or any other responsible governmental entity when necessary as part of the services provided by CenturyLink Smart Home to those customers. We may also do so if we believe in good faith that such action is necessary to protect the employees or property of CSS, to protect public safety, avoid a threat to human life, or to prevent harm.
- CSS may provide information about our customers to third parties (including credit bureaus, collection agencies or lawyers) to determine credit worthiness, or to obtain payment for CSS services.
- CSS may provide information about our customers to third parties to prevent unlawful use of CSS or other CenturyLink services, or to assist in repairing service outages or interruptions.
- CSS may also provide information about our customers to third parties, other than iControl, who perform functions or services on our behalf, such as equipment installation vendors, shipping companies who deliver products, authorized vendors who market and sell products and services on our behalf, and website development

or advertising companies who provide web design, analysis, advertising and portal services.

### **Collecting Information from Children under Age 13**

CSS does not knowingly collect information from children under the age of 13. Our websites and products are intended for general audiences and are not intended or designed to attract children.

### **How We Protect Information About You**

All CSS employees are subject to CenturyLink's Code of Conduct. The Code requires all of our employees to follow the laws, rules, and regulations that apply to our business at all times, including those related to the privacy and security of information about our customers. Employees who fail to meet any of the standards embodied in the Code of Conduct may be subject to disciplinary action, up to and including termination.

We employ security measures designed to protect against unauthorized access and/or destruction of customer data. For example:

- We maintain and protect the security of our servers, and we typically require some form of identity authentication (e.g., user names and/or passwords) to access sensitive data.
- We limit access to information about our customers to those employees, contractors and agents who need access to such information to develop, deliver, or improve our services and products.

A number of laws require us to notify individuals or government agencies of certain kinds of unauthorized disclosures such as those that create a risk of identity theft. We comply with those laws. Where the law does not require disclosure, we will look at each situation individually to determine what communication is appropriate and reasonable under the circumstances.

### **Changes to this Notice**

We reserve the right to update this Notice to reflect any changes we make in our provision of CSS' services, the related web portal and web pages. Please periodically check our websites for changes to this Notice. You should be able to readily determine whether any changes have been made by comparing the date stamp at the top of this web page with the date stamp at the top of the web page on which the revised Notice is located.

### **Contact Us with Your Privacy Questions or Concerns**

If, after reviewing this Notice, you still have questions or concerns about your privacy, feel free to email us [privacy@CenturyLink.com](mailto:privacy@CenturyLink.com).