

Ojo™ Privacy Policy

Ojo is committed to providing a safe and secure environment for subscribers to its video phone service (the “Ojo Service”), including protecting the privacy of our subscribers. To ensure that you are informed as to our practices, we have published the following Privacy Policy, which outlines what information we collect from you, the way we use that information and how we store and disseminate that information to third parties. While this Privacy Policy outlines the practices of Ojo, subscribers to the Ojo Service may use our products and services to access other third party products and services. These third parties may observe different collection, use and disclosure practices. You must review these third party providers’ policies to determine the extent of their use and disclosure of your information.

You must also review and agree to the Ojo Terms and Conditions of Usage. By consenting to the Ojo Terms and Conditions, you are agreeing to our collection, use and disclosure of your information as described below. If you do not agree with our practices, please do not use the Ojo Service. To the extent there is a conflict between our Terms and Conditions and this Privacy Policy, the provisions of this Privacy Policy will govern.

What Information Does Ojo Collect?

We collect information from you when you subscribe to, set up and use the Ojo Service. This information will include your name, address, phone number, email address, billing credit information and proof of identity information.

When you use the Ojo Service we will also collect additional service usage data such as the date and time you access the Ojo Service, the length of time you spend using the Ojo Service, and the call information for the other party to the call. We may also request additional personally identifiable information about you from your broadband/communications network operator to the extent required in accordance with this policy.

How Does Ojo Use the Collected Information?

We use personally identifiable information to operate and provide you with the Ojo Service, and for billing and customer service inquiries. When you set up the Ojo Service, you may also consent to receive notification for promotions or special offers from Ojo, our third party content providers and sponsors.

We may also use aggregate, non-personal service usage data to generate and provide usage statistics to our content partners, third party providers, advertisers and our public shareholders.

Ojo or your broadband/communications network operator may also use collected information in other ways if you authorize such use or if necessary to protect Ojo’s or the Operator’s property or contractual rights, in accordance with applicable law.

What Third Parties Have Access to My Personal Information?

Ojo will disclose personally identifiable information to third parties if you provide prior written or electronic consent, it is necessary to provide our services or to carry out our business activities, or if disclosure is otherwise allowed under state or federal law. People that have authorized access to your information include our employees; your broadband/communications network operator; sales, service and repair agents; billing and collection services; order fulfillment or transaction agents; our program and service suppliers; or strategic partners offering or providing products or services jointly or on behalf of Ojo. These people may have access to information on a regular basis depending on business needs. In the event we sell our Ojo Service, we may disclose personally identifiable information to the entity purchasing our assets.

We may also disclose your personally identifiable information to representatives of government or to comply with a court order. If required under state or federal law, we will notify you of such disclosure.

How Long Does Ojo Store Information Collected From Subscribers?

We will maintain personally identifiable information about our subscribers for as long as necessary for the purpose for which it was collected, to comply with applicable laws, or to satisfy pending request or orders for access by a subscriber to his/her information or pursuant to a court order.

We may maintain aggregate, service usage information for longer periods for statistical purposes. The length of retention depends on several factors, including the memory of our servers and the amount of data we receive. Typically, we store such data an adequate time as needed to provide and maintain the Service.

Do I Have Access to the Information Stored by Ojo?

You can request to see the personally identifiable information we have about you as a subscriber to the Ojo Service and we will endeavor to process your request in an expeditious manner. You may add or change certain personally identifiable information by contacting us at Ojo Service LLC, 3190 Tremont Ave., Trevoise, PA, 19053 Attn: Customer Service. We will use reasonable efforts to comply with your request. Certain information fields maintained by our system are required and cannot be deleted for security purposes or in accordance applicable laws.

Children and Parents?

We do not intend to collect personally identifiable information from children under age 13 without permission of the child's parent or legal guardian. Children under the age of 13 should submit personally identifiable information to us only with the explicit permission of their parent or legal guardian. We ask that you instruct you children not to submit personal information to us with out your authorization. If your child has submitted personal information and you would like to request that such information be removed, you may do so as indicated above and we will use reasonable efforts to comply with your request.

How does Ojo Keep My Information Secure?

We take technical, contractual, administrative, and physical security steps to protect your personally identifiable information. We utilize secure socket layer (SSL) encryption to protect certain information that you provide. However, information sent over public networks is subject to interception by unauthorized parties. This may be the case even when passwords, encryption and other security measures are implemented.

Will Ojo change its privacy practices?

We may modify or update our Ojo Service in the future. If necessary, consistent with any service enhancements or modifications, we may also modify the provisions of this Privacy Policy. We will notify our Ojo Service subscribers if we change the provisions of this Privacy Policy.

What if I have questions about this Privacy Policy?

If you have any questions about the provisions in our Privacy Policy, please contact our Customer Service Department at 215-354-5100 or by mail at Ojo Communications, Inc., 3190 Tremont Ave., Trevoise, PA, 19053 Attn: Customer Service.