



PRIVACY POLICY

Kansas Fiber Network, LLC (“we”, “us”, or “our”) respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy describes how we collect, use, share, and protect information in connection with our fiber internet and telecommunications services, website (www.ksfiber.net), and customer interactions.

1. Information We Collect

We collect the following types of information:

a. Customer Information

- Full name
- Service address and billing address
- Email address and phone number
- Account credentials
- Payment details and transaction history

b. Network & Usage Information

- IP addresses and MAC addresses
- Network performance data (e.g., connection speed, uptime)
- Device types connected to our network
- Data usage (volume only, not content)
- Customer support inquiries and correspondence

c. Website & Marketing Data

- Browser type, operating system, and referring URLs
 - Pages visited, time spent on site, and interaction data
 - Cookies and analytics tracking (see Section 5)
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2. How We Use Your Information

We use your information to:

- Provide and maintain fiber and broadband services
 - Manage customer accounts and billing
 - Monitor and improve network performance
 - Respond to support requests and service inquiries
 - Communicate service updates and promotional offers (you may opt out)
 - Ensure compliance with legal and regulatory obligations
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3. How We Share Your Information

We do not sell or rent your personal information. We may share your information only with:

- Service providers (e.g., billing vendors, technical support partners, network infrastructure providers)
- Regulatory and law enforcement agencies when required by law or valid legal process



- Business partners for joint marketing or service delivery (with consent when required)
 - In the event of a merger or acquisition, as part of the transaction process
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4. Network Management and Fair Use

We collect limited usage data to ensure fair and lawful use of our network. We do not monitor or inspect the content of your internet activity, except as required by law or to troubleshoot technical issues.

5. Cookies and Analytics

Our website uses cookies and similar technologies to enhance user experience, improve site functionality, and analyze traffic. You may manage cookie preferences through your browser.

6. Data Security

We implement administrative, technical, and physical safeguards to protect your personal data, including encrypted communications and access controls. However, no system can be completely secure.

7. Your Rights and Choices

Depending on your jurisdiction, you may have rights to:

- Access or correct personal information
- Request deletion of your data
- Object to or limit certain processing
- Withdraw consent for marketing communications

To exercise these rights, contact us at privacy@ksfiber.net.

8. Children's Privacy

Our services are intended for adults and are not marketed to children under 13. We do not knowingly collect data from children.

9. Third-Party Sites and Services

Our services and websites may link to external sites. This policy does not govern those sites, and we encourage you to review their privacy practices.

10. Changes to This Policy

We may revise this Privacy Policy periodically. Updates will be posted to our website with a revised effective date. Continued use of our services indicates your acceptance of the updated policy.



11. Contact Us

If you have questions or concerns about this policy or your data, please contact:

Kansas Fiber Network, LLC

Privacy Office

8201 E. 34th St. Cir N, Suite 1501

Wichita, KS 67226

Privacy@ksfiber.net

(316) 712-6030