

Privacy Policy

Overview

WorldGate Communications, Inc. and its subsidiaries (collectively, "WorldGate") are committed to protect the privacy of our customer's information. This Privacy Policy sets forth how WorldGate collects, uses and discloses customer information and WorldGate's customer's right to limit such collection, use or disclosure. By using WorldGate's website, products or services, you will be deemed to have consented to the use, transfer, export and retention of information as set out in this Privacy Policy. All personally identifiable information relating to our customers is maintained in strict confidence by WorldGate in accordance with this Privacy Policy. All references to "customers" in this Privacy Policy includes, without limitation, current customers and potential customers of WorldGate. For your reference, you may print this Privacy Policy by using the "Print" option on your browser. Should you have any questions with respect to this Privacy Policy or if you do not consent to, or would like to limit, the manner in which information about you is collected, used or disclosed, please contact WorldGate Customer Support at 1-866-619-6444.

Information Collected

WorldGate may collect personally identifiable information from customers, including, but not limited to, your name, physical address, phone number, email address, internet protocol (IP) addresses, billing credit information and proof of identity, when initiating service, visiting our web sites or inquiring about services and products or in connection with the provision or marketing of products and services by WorldGate. WorldGate may also collect personally identifiable information from you in the event of a contest, sweepstakes or other type of promotion.

WorldGate may also collect non-personally identifiable information from customers, including, but not limited to, service usage data, such as the date, time, duration, the telephone number of the called or calling party and other call information, web sites visited, time spent using the products and services, demographic data, cookies and other information which does not specifically identify one individual.

In the course of providing services to you, WorldGate may collect and maintain certain customer proprietary network information ("CPNI"), including, but not limited to, the types of services you currently purchase and related usage and billing information for those services. Your telephone number, name and address are not CPNI.

"Cookies" are pieces of information that may be placed on your computer by a web site for the purpose of facilitating and enhancing your communication and interaction with that web site. WorldGate may use cookies to customize your visit to our web sites and for other purposes to make your visit more convenient or to enable us to enhance our service.

In addition to our cookies, WorldGate may also use (and our third party advertisers may use) web beacons and third party cookies to improve the performance of our web sites, provide certain features such as advertising or to anonymously track usage of our web sites and track the online activity of users. In addition, WorldGate may use such devices in our HTML-based emails to track the usage of such emails in much the same manner as usage of our web sites is tracked.

You may stop or restrict the placement of cookies on your computer, including third party cookies, or remove them from your browser by adjusting your web browser preferences. Although you can elect to not accept cookies, WorldGate's products and services may require the use of cookies. WorldGate may use cookies to keep track of login/password information as well as your identifiable information to personalize our website as well as for resolving fraud issues and discrepancies. If cookies are disabled, you cannot log into the WorldGate Member Center website.

Use of Information

WorldGate collects and uses personally identifiable information and CPNI for a variety of purposes, including to verify, process and administer product and service requests, to assess your credit-worthiness, to maintain our commercial relationship with you, to communicate with you for billing and provisioning purposes, to provide and change service, to provide 411 type directory services, to provide 911 services, to anticipate and resolve problems with your service or to create and inform you of products and services that better meet your needs.

WorldGate also analyzes and uses personally identifiable information and CPNI to better improve the products that WorldGate offers to its customers and to identify the products and services offered by our affiliates or ourselves or by companies that WorldGate believes may be of interest to you, and to offer you those products and services. WorldGate may share, sell, rent or lease personally identifiable information with or to third parties where that information will be protected and maintained in confidence, but WorldGate will not disclose your CPNI to third parties without your consent.

From time to time WorldGate may outsource certain account processing, or other customer service functions, to a third party. In such cases, personally identifiable information will be provided to such third parties where that information will be protected and maintained in confidence. In the event WorldGate sells its assets or otherwise engages in a change of control transaction, WorldGate may disclose personally identifiable information and CPNI to the entity purchasing our assets.

WorldGate may use and disclose your personally identifiable information and CPNI to investigate and help prevent (a) potentially unlawful activity; (b) activities that threaten the integrity of WorldGate's products or services or network integrity or (c) activities that otherwise violate our Website Terms of Use or our Customer Licensing Agreement Terms of Service. WorldGate may also use and disclose personally identifiable information and CPNI for legal or regulatory reasons, including in response to a subpoena, court order, search warrant or other legal process. From time to time WorldGate may also be required to report to regulatory bodies or to present a summary of all our customer information, including your personally identifiable information and CPNI, in statistical or analytical form to governmental authorities and industry organizations. When information is provided in statistical or analytical form, information that might specifically identify you will not be disclosed. In addition, WorldGate may collect, use and disclose your IP address to help diagnose problems with servers and to administer our website and services, including monitoring the usage of our web sites originating at individual IP addresses and collecting calling information, such as phone numbers.

Non-personally identifiable information may be shared with any number of third parties by WorldGate.

Security

WorldGate has implemented technology and security features and policy guidelines to safeguard the privacy of your personally identifiable information and CPNI from unauthorized access or improper use. WorldGate takes technical, contractual, administrative and physical security steps to protect personally identifiable information and CPNI. WorldGate utilizes secure socket layer (SSL) encryption on all pages that require customers to complete personally identifiable information. 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.

Our service is maintained in the United States of America. By using our services, you authorize the export of personally identifiable information and CPNI to the United States of America and its storage and use as specified in this Privacy Policy.

Access to Communications with Third Parties

WorldGate will not read, listen or disclose to third parties private email, conversations or other communications that are transmitted to third parties using WorldGate services, except as required to operate and maintain WorldGate's products or service or as otherwise authorized by law, including in response to a subpoena, court order, search warrant or other legal process.

WorldGate will never request that you provide personally identifiable information through email. Do not respond to emails requesting credit information, account numbers, passwords or PINs. Call WorldGate Customer Support at 1-866-619-6444 to verify the legitimacy of the email.

Account Information

WorldGate honors requests from customers to review all personally identifiable information maintained in reasonably retrievable form, which currently consists of your name, address, email address, telephone number and/or billing information, and will correct any such information which may be inaccurate.

Children

WorldGate complies with all Federal laws and regulations, including the Children's Online Privacy Protection Act, which requires the consent of a parent or guardian for the collection of personally identifiable information from children under 13. Children under the age of 13 should submit personally identifiable information to WorldGate only with the explicit permission of their parent or legal guardian. WorldGate asks that parents instruct their children not to submit personally identifiable information to WorldGate without parental authorization. If a child has submitted personally identifiable information and the child's parent would like to request that such information be removed, the child's parent may do so by calling WorldGate Customer Support at 1-866-619-6444 and WorldGate will use reasonable efforts to comply with such request.

Spam

Spam complaints will be dealt with seriously and can result in losing WorldGate privileges, including loss of a customer's account. If you receive spam and want to report it to WorldGate, please forward the email you've received to privacyofficer@wgatephone.com.

Third Party Web Sites and Services

Our service may contain links to other web sites and services not maintained by WorldGate. In addition, other web sites and services may also reference or link to WorldGate. WorldGate encourages you to read the privacy statements of each web site and service that you visit. WorldGate does not endorse, screen or approve, and are not responsible for the privacy practices or the content of, such other web sites and services.

WorldGate does not assume any liability for third parties that have been provided with information as permitted by this Privacy Policy or who have collected information as permitted by this Privacy Policy (such as advertisers using third party cookies).

Opt-out Policy

Unless you tell us otherwise, WorldGate will assume that you authorize us and our affiliates to use your personally identifiable information and CPNI for the purpose of offering you alternative or additional communications-related products and services. WorldGate will assume that you agree to this authorization thirty days after the date you begin service. You may choose not to allow us to use your personally identifiable information and CPNI for any direct marketing purposes, during and following such thirty-day period, by calling WorldGate Customer Support at 1-866-619-6444. Any such decision will remain effective unless and until you affirmatively tell us otherwise, and you reserve the right to revoke any prior decision to opt-out at any time. Any decision not to allow us to use your personally identifiable information and CPNI will not affect the provision of any services to which you subscribe.

Notwithstanding the forgoing, WorldGate is not responsible for removing your personally identifiable information and CPNI from the lists of any third party who has previously been provided your information in accordance with this Privacy Policy. Since WorldGate must use a customer's personally identifiable information and CPNI in order to provide them with services, customers cannot opt-out of all uses of their personally identifiable information and CPNI unless they cancel their service.

Changes to this Privacy Policy

WorldGate reserves the right, at our discretion, to change, modify, add, or remove portions from this Privacy Policy at any time by posting such changes here. You should review this policy regularly for changes, and can determine if changes have been made by checking the Effective Date below. Your continued use following the posting of any changes to this policy means you accept such changes.

Last Updated: August 9, 2010. Copyright 2010 WorldGate Communications, Inc. All rights reserved. WorldGate and the WorldGate Logo are trademarks of WorldGate Service, Inc. and may be registered in certain jurisdictions. All trademarks identified by the ® or TM are registered trademarks, service marks or trademarks, respectively, of WorldGate Service, Inc. or its affiliates. All other trademarks are the property of their respective owners.