

CPNI Privacy Statement

Your privacy matters to us. We pledge to protect your privacy and keep your trust. We respect your right to keep your personal information private. As Kalona Cooperative Telephone Company provides products and services to you, we gather information about the quality, technical configuration, type, destination, and amount of products and services you use. We also gather data during application processes. This information is known as Customer Proprietary Network Information (CPNI) and “Non public Personal Information”.

Under federal law, you have a right and Kalona Cooperative Telephone Company has a duty, to protect the confidentiality of your CPNI. Kalona Cooperative Telephone Company will not disclose or sell this information, unless required to do so by operation of law; or upon receipt of an affirmative written request by a customer. Kalona Cooperative Telephone Company may share or permit access to your CPNI on a limited, as-needed basis with trusted agents and contractors that assist us in providing you with communications related services. Agents and contractors share a concomitant duty to protect your CPNI. Know that we limit access to your personal information to those employees and other third parties or contractors who must use the information to provide products and services to you. Further sharing of this information is restricted by our employee handbook, non-disclosure agreements and the law, in order to guard your personal information.