

LEGAL

Privacy Policy

Fiber Stream Communications Inc. · d/b/a Fiber Stream

Applies to www.fiberstreamwifi.com, subdomains, portals, and our Services

Effective Date: September 3, 2026 · Version 2.3

This policy replaces prior website privacy policies.

This Privacy Policy describes how Fiber Stream Communications Inc. (“Fiber Stream,” “we,” “us,” or “our”) collects, uses, discloses, and protects personal information. It applies to <https://www.fiberstreamwifi.com> and related subdomains, customer and partner portals, billing systems, and the managed internet, property-wide Wi-Fi, and related services we provide to property owners, managers, HOAs, businesses, residents, and other users.

This policy is not a contract of employment and does not apply to employee records except where required by law. A signed property or service agreement may contain additional confidentiality terms. Your lease with the property is a separate agreement and may describe how the property uses resident information for amenity billing.

1. Who Is Responsible

The controller of personal information described here is Fiber Stream Communications Inc.. For privacy questions and requests, contact info@fiberstreamwifi.com or 1-888-644-9434. Support issues that are not privacy requests may also be sent to support@fiberstreamwifi.com.

Depending on the relationship, we may act as a service provider or processor for a Property Partner (for example, when we operate a property network and handle resident onboarding on the partner’s behalf) and as a business in our own right (for example, website leads, optional resident Upgrades, and Fiber Stream billing). The Property Partner is generally the merchant of record for Resident Included Plans.

2. Personal Information We Collect

2.1 Information you provide

- **Identity and contact data:** name, unit or property address, email, phone number, and role (owner, manager, resident, vendor).
- **Account data:** login credentials, security questions, support tickets, and correspondence.
- **Upgrade billing data:** payment-method tokens, last-four digits, billing address, and transaction history for services Fiber Stream bills. Full card numbers are handled by our payment processor and are not stored in our systems in raw form.
- **Property and project data:** community name, unit counts, installation details, and site contacts.
- **Content you submit:** quote requests, feedback, and form submissions.

Charges for a Resident Included Plan are usually collected by the property. We may receive unit or occupancy status from the Property Partner so we can provision or deprovision access. We typically do not collect the property’s rent-roll payment card for that included plan.

2.2 Information collected from the Network and devices

To operate an internet and Wi-Fi service we must process technical data. This may include:

- IP addresses, MAC addresses, device hostnames, and client device types;
- authentication events, session times, signal quality, access-point association, and bandwidth-usage metadata;
- plan tier (included vs Upgrade) and portal activity;
- security telemetry reasonably needed to detect abuse, malware-like traffic, or intrusion;
- limited traffic metadata used for network management and account isolation (we do not sell browsing histories).

We do not need the content of your emails, video calls, or files to operate the Network, and we do not review communications content except as required by law, to restore service you request, or to investigate a specific AUP or security incident.

2.3 Information collected automatically on our websites

- Log data (IP address, browser type, referring URL, pages viewed, timestamps);
- Cookies and similar technologies for session management, preferences, analytics, and security;
- Approximate location derived from IP address.

2.4 Information from others

We may receive information from Property Partners (resident rosters or unit status needed to provision the included amenity), payment processors (Upgrade payment success or failure), upstream carriers, and operations platforms that support the Network. We do not name those vendors in this policy.

3. How We Use Information

We use personal information to:

- Provide, provision, authenticate, and support the Services, including Resident Included Plans and Upgrades;
- Bill Upgrades that Fiber Stream sells; coordinate provisioning status with Property Partners who bill included plans;
- Design, install, monitor, maintain, isolate accounts, and secure Networks;
- Respond to quotes, sales inquiries, and customer-support requests;
- Communicate about accounts, outages, maintenance, plan changes, and policy updates;
- Send marketing about our services if you have not opted out (you may opt out at any time);
- Detect fraud, abuse, copyright-infringement notices, and security threats;
- Comply with law, lawful process, and network-integrity obligations;
- Improve coverage, capacity planning, and customer experience;
- Enforce our Terms of Service and Acceptable Use Policy.

4. How We Share Information

We do not sell personal information for money. We do not rent customer lists. We share information only as follows:

- **Service providers:** payment processors, cloud hosting, ticketing, professional services, installation subcontractors, and network-operations platforms under contract. We do not list those vendors by name in this policy.
- **Property Partners:** limited account or connectivity status needed to operate a property program (for example, whether a unit is provisioned or whether an Upgrade is active). We do not give Property Partners a dump of End User browsing history. Property Partners handle their own billing records for Resident Included Plans.
- **Payment and fraud partners:** as needed to process Fiber Stream Upgrade transactions and prevent abuse.

- **Legal and safety:** when we believe disclosure is required by law, court order, or government request, or to protect Fiber Stream, users, or the public.
- **Business transfers:** in connection with a merger, financing, or sale of assets, subject to continued confidentiality.
- **With consent:** when you ask us to share information.

We may disclose aggregated or de-identified statistics that do not reasonably identify a person.

5. Cookies and Advertising

Our websites use essential cookies to keep you logged in and to protect forms. We may use first-party or vendor analytics cookies to understand site performance. We do not operate a third-party advertising network on the customer portal. You can control cookies through your browser; blocking essential cookies may break account login. Where required by law we will present additional cookie choices.

6. Retention

We keep personal information only as long as needed for the purposes above, including to provide service, resolve disputes, enforce agreements, and meet legal, tax, and network-security requirements. Network logs are generally retained for a limited operational period unless a longer period is required for an investigation, legal hold, or accounting. Upgrade account and billing records are retained for the life of the account plus a period required by recordkeeping laws.

7. Security

We use administrative, technical, and physical safeguards appropriate to a managed multifamily network. On the Network this typically includes account authentication, isolation between resident accounts, edge firewalling, encrypted wireless where we operate the SSID, HTTPS on portals and payment pages, restricted administrative access, and monitoring aimed at obvious abuse. Sensitive payment information is encrypted in transit. No method of transmission or storage is 100% secure. Please use a unique password and notify us of suspected unauthorized account use.

8. Your Choices and Rights

8.1 All customers

You may opt out of promotional email by using the unsubscribe link or emailing info@fiberstreamwifi.com. Service, billing, and outage messages are operational and are not marketing. You may request that we: (a) tell you what personal information we have about you; (b) correct inaccurate information; (c) delete information we are not required to retain; or (d) express a concern about our practices. Contact us at info@fiberstreamwifi.com or 1-888-644-9434. Requests about lease-billed charges or the property's own resident records should also be directed to the Property Partner.

8.2 State privacy rights

Depending on your state of residence (including states such as California, Colorado, Texas, Oregon, Minnesota, Tennessee, and others that have enacted comprehensive privacy statutes), you may have some or all of the following rights, subject to legal exceptions: know/access, correct, delete, obtain a portable copy, opt out of targeted advertising or "sale"/"sharing" as those terms are defined by statute, limit use of sensitive personal information, and appeal a denied request.

We do not sell personal information as that term is commonly understood, and we do not use End User network data for third-party cross-context behavioral advertising. To submit a request, email info@fiberstreamwifi.com with "Privacy Request" in the subject line and specify the right you wish to exercise. You may also call 1-888-644-9434. We will verify your identity before fulfilling a request and will respond within the time required by applicable law (generally 45 days,

extendable as permitted). You may use an authorized agent where the statute allows, with proof of authorization. If we deny a request, you may appeal by replying to our decision email.

We will not discriminate against you for exercising privacy rights. Email and telephone are the methods we provide for privacy requests.

9. Children's Privacy

Our Services and websites are intended for adults and property businesses. We do not knowingly collect personal information online from children under 13. A parent or adult occupant may permit a child in the household to use connectivity; that adult is responsible for supervision. If you believe we have collected information from a child under 13, contact info@fiberstreamwifi.com and we will delete it as required.

10. Sensitive Information and Network Data

We treat payment data, account credentials, and precise customer records as confidential. We do not require Social Security numbers through the public website. Precise geolocation beyond property/unit service address is not a core data type we collect. We do not use Network data to build advertising profiles about End Users.

11. International Users

We are established in the United States and process information in the United States. If you access our site from another country, you understand that your information will be processed in the U.S., which may have different data-protection rules.

12. Do Not Track

There is no uniform industry standard for "Do Not Track" browser signals. Our websites do not currently respond to DNT signals. We honor legally required opt-out preference signals for targeted advertising where they apply to us; they generally do not apply to operational internet-access processing.

13. Changes to This Policy

We may update this Privacy Policy from time to time. The effective date above will change when we do. Material changes will be posted on this page and, where appropriate, communicated by email or account notice. Continued use of the website or Services after the effective date constitutes acceptance of the updated policy to the extent permitted by law.

14. How to Contact Us

If you believe we are not following this policy, or to exercise a privacy right:

Fiber Stream Communications Inc. d/b/a Fiber Stream

Attn: Privacy

Email: info@fiberstreamwifi.com

Support: support@fiberstreamwifi.com

Phone: 1-888-644-WiFi (9434)

Web: <https://www.fiberstreamwifi.com>