



## Viasat Subscriber Privacy Notice

Viasat, Inc., a Delaware Corporation, and its subsidiaries and affiliates (collectively, “Viasat,” “we,” “us,” or “our”) respect and value your privacy. In this Privacy Notice (“Notice”), we describe the information that we obtain about users of Viasat internet services and related products and services (the “ServicesNotice, including information you may provide to access our customer portals at <http://account.viasat.com> (“Sites”) related to our Services. This Notice is also applicable to users in Mexico. For the purposes of compliance with the Mexico Federal Law of Protection of Personal Data held by Private Parties (“FPDL”), we are the “data controller” of personal data (i.e., personal information) we receive from you. Within this Privacy Notice, users may be referred to as “Data Owners.” A Data Owner is the individual to whom personal information relates.

This Notice does not apply to users of our other websites such as [www.viasat.com](http://www.viasat.com), which are governed by the Website Privacy Notice available at [www.viasat.com/legal](http://www.viasat.com/legal), or any third party websites that you access through the use of our Services. By visiting our Sites or using our Services, you agree that any information you provide to Viasat will be handled as described in this Notice, which is incorporated by reference into the applicable Customer Agreement or terms of service.

- INFORMATION COLLECTION
- ADVERTISEMENTS AND THIRD PARTY ADVERTISING
- YOUR CHOICES
- HOW WE USE INFORMATION COLLECTED
- INFORMATION SHARING AND DISCLOSURE
- DATA SECURITY
- LINKS TO OTHER WEBSITES
- CUSTOMER PROPRIETARY NETWORK INFORMATION
- LEGAL RIGHTS
- ACCESS TO YOUR PERSONAL INFORMATION
- CHANGES TO THIS PRIVACY NOTICE
- HOW TO CONTACT US

### INFORMATION COLLECTION

- **Information You Provide to Us**

Viasat collects personal information from you when you use our Services, create an account with us, request information from us, or otherwise contact us. The personal information we collect may include your name, address, email address, phone number, account login credentials (such as a username and password), Internet Protocol (“IP”) address and a credit or debit card number or other financial information (“Information”). We may combine the Information you provide to us with information from and about you that we receive from third parties, including business partners and vendors, or information that we automatically collect when you visit the Sites. We may request your explicit consent for the processing of your financial information (including credit or debit card numbers). Viasat does not proactively process personal information that is considered sensitive under the FPDL.

You may update or change your contact and billing information by calling our customer care number at 800-872-0552 or accessing our customer portals at <http://account.viasat.com>.

- **Information Automatically Collected**

When you use our Sites, we may use cookies, log files, or other similar technologies to conduct analytics of our Sites. For example, we may automatically collect certain non-personal information from you such as your browser type, operating system, software version, Internet service provider and platform types. We may also collect non-personal information about your use of the Sites, including the areas or pages of the Sites that you visit, the amount of time you spend using the Sites, the number of times you return to the Sites, the amount of time it takes to load a page, the order in which the content on a page loads, and other Site usage data. This information helps us to track and understand how visitors use our Sites, and improve the performance and user experience of our Sites.

We may also collect information regarding your use of our Services and how our Services perform, including account login credentials, the amount of time it takes to load a page, the order in which the content on a page loads, your browser type or media access control (MAC) address, cookies, domain and subdomain names and the complete addresses (“URLs”) of the websites you visit. If you connect devices (via a wired and/or wireless connection) to our modem, we may also collect information specific to each device you connect, including, but not limited to, the device’s unique MAC address, the hostname of the device, connection properties specific to each device, the times the device connects to or accesses the modem and the amount of data each device consumes. We may use the information



## Viasat Subscriber Privacy Notice

described in this paragraph to troubleshoot your home network and to optimize, troubleshoot, measure, and monitor the performance of our network and Services, including performing de-bugging, measuring service levels and identifying loading trends and websites that are statistically significant to our user population in order to deliver internet traffic more efficiently.

- **Children's Information**

The Sites are not intended for children under 16 years of age. We do not market to and do not knowingly collect any personal information from or about a child under the age of 16 without the consent of the child's parent or legal guardian. If we discover that we have inadvertently collected information from a child under 16 years of age, we will promptly take all reasonable measures to delete such information from our systems.

- **Information You Post**

Any comments or personal information that you post on public pages (such as social media sites), within the Sites or otherwise, is publicly available and may be viewed, collected, and used by others, including Viasat. Viasat is not responsible for the accuracy of any information contained in those postings. We generally use the information you provide on that site to respond to customer inquiries or otherwise assist our customers.

- **Cookies and Other Tracking**

We and our service providers may use cookies and other tracking mechanisms to track information about your use of our Services and may combine this information with other information we or our service providers collect from you.

Cookies. Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your browser to enable our systems to recognize your browser. Cookies allow a web server to transfer data to a computer for recordkeeping and other purposes. We and our third-party service providers may use "cookies" on our Sites to facilitate your ongoing access to and use of the Sites, as well as to conduct analytics on and collect usage data related to our Sites.

For example, we may use cookies to remember your username and password, if you choose to store them. We may also use cookies to determine when your current session on the Sites should be logged out after a period of no activity, as well as for efficient management of the servers providing our Sites.

There are two types of cookies we use on the Sites: session-based cookies and persistent cookies. In addition, we may also allow vendors to use "third party" cookies for specific purposes on our Sites. A description of each of these cookies is provided below.

Session Cookies. Session cookies exist only during an online session. They disappear from your computer when you close your browser or turn off your computer. When you authorize us to do so, we may use session cookies to allow our systems to uniquely identify you during a session or while you are logged in to the Sites. This allows us to process your online transactions and requests and verify your identity, after you have logged in, as you move through our Sites.

Persistent Cookies. Persistent cookies remain on your computer after you have closed your browser or turned off your computer. When you authorize us to do so, we may use persistent cookies to allow our systems to remember you and automatically log you in to our Sites.

Third Party Cookies/Applications. We may also engage third party services such as Google Analytics to provide us with information that helps us improve our Services and the experiences of our customers. These third-party services may use session or persistent cookies or other applications to uniquely identify you via your user credentials while you are logged in to our Sites. These third-party cookies and other applications do not collect any personally identifiable information other than the user credentials you provide.

Clear Graphics Interchange Formats ("GIFs"). Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. In contrast to cookies, which are stored on your computer's hard drive, clear GIFs are embedded invisibly on web pages. In addition, we or our service providers may also use clear GIFs in HTML emails to our customers to help us track email response rates, identify when our emails are viewed and track whether our emails are forwarded.

- **How to Disable Cookies or Other Technologies**



## Viasat Subscriber Privacy Notice

Your browser will accept cookies and allow the automatic recollection of data unless you change the settings on your browser. Most web browsers allow you to manage your cookies. You may adjust your browser in order for it to reject or delete cookies. Please know that we only use cookies as described in this Notice, and if you choose to disable the cookies, our Sites may not load appropriately and may not allow you to access certain links. The following links show how to adjust the settings on popular browsers.

- [Internet Explorer](#)
- [Chrome](#)

### ADVERTISEMENTS AND THIRD PARTY ADVERTISING

We may offer promotions through our Services. Some of these promotions may be based on your Information or your use of the Services and others may be based on your Information or your use of the Services combined with other customer information. We also use third parties such as network advertisers to assist us in displaying our advertisements on third party websites, and to evaluate the success of our advertising campaigns. Network advertisers display our advertisements on third party websites based on your use of our Services. This information enables us to target our advertisements to potential new customers. Third party ad network providers, advertisers, sponsors and/or traffic measurement services may use cookies, JavaScript, web beacons (including clear GIFs), Flash LSOs and other technologies to measure the effectiveness of the ads they place for us and to personalize advertising content. These third party cookies and other technologies are governed by each third party's specific privacy notice, not this Notice. Certain network advertisers participate in opt-out programs of the Digital Advertising Alliance and the Network Advertising Initiative. If you want any of the companies that participate in these programs to eliminate the cookies that you have placed on your computer, you can click [here](#) and [here](#).

### YOUR CHOICES

- **How to Withdraw Your Consent**

At any time, Data Owners from Mexico may withdraw consent you have provided to us for using, disclosing, or otherwise processing your Personal Information, to the extent appropriate under the law. You may withdraw your consent by communicating your request to our Privacy Department at the Contact Information provided below.

Please note that your withdrawal of consent to process certain Information about you (1) may limit our ability to deliver services to you and (2) does not affect the lawfulness of our processing activities based on your consent before its withdrawal. Note that even after withdrawing consent, we may use, disclose, or otherwise process your Information if required by law to do so.

- **Managing Preferences**

If, at any time, you would like to stop receiving marketing emails from us, you may follow the opt-out instructions contained in any such email or make an opt-out request by visiting [www.exede.com/opt-out](http://www.exede.com/opt-out). Please note that it may take up to 10 business days for us to process marketing email opt-out requests. If you opt-out of receiving marketing emails from us, we still may send you emails about your account or any Services you have requested or received from us, or for other customer service purposes. Additionally, you may receive marketing or advertising emails from Viasat dealers who act independently of Viasat. Dealers are independent contractors authorized to sell Viasat services in addition to other services. Viasat does not control marketing or advertising emails from dealers to Viasat customers that were developed independently from Viasat.

You may opt-out of our collection of the complete URLs you visit by calling us at 800-872-0552. Please note that it may take up to 10 business days for us to process complete URL opt-out requests. We will honor such requests not to collect complete URLs, although we may utilize information about websites that our subscribers visit, in the aggregate, for purposes of internal network management and service performance optimization.

### HOW WE USE INFORMATION COLLECTED

Viasat may use the Information we collect from and about you for any of the following purposes:

- To fulfill orders, provide Services and communicate with customers;



## Viasat Subscriber Privacy Notice

- To develop new products or services;
- To respond to your inquiries;
- To market our Services to you and engage third parties to help us market our Services;
- To contact you with information, newsletters and promotional materials from Viasat or on behalf of our partners and affiliates;
- To contact you when necessary;
- To troubleshoot your home network and to optimize, troubleshoot, measure and monitor the performance of our network and Services, including performing de-bugging, measuring service levels and identifying loading trends and websites that are statistically significant to our user population in order to deliver internet traffic more efficiently;
- To address problems with the Sites or our business;
- To protect the security or integrity of the Sites and our business;
- As described to you at the point of data collection; and/or
- To use and disclose your credit/debit card information or other financial information only to process payments and prevent fraud.

Please also note that in accordance with applicable laws, your Information may be transferred, stored and used in the United States or in any other country in which Viasat or its subsidiaries, affiliates or service providers conduct operations, including for the purposes described above and in the "Information Sharing and Disclosure" section below. You specifically agree that your information will be transferred as described in this Notice. These transfers are made to the extent that they are necessary for the maintenance or fulfillment of the legal relationship between you and Viasat, or where the transfer is necessary by virtue of a contract executed in your interest between Viasat and our service providers. When required by applicable laws, we will request appropriate consent from you for international data transfers.

### INFORMATION SHARING AND DISCLOSURE

Viasat may send your Information to third parties, including under any of the following circumstances:

- We may disclose your Information to third party vendors, service providers, contractors or agents who perform functions on our behalf related to the Sites or Services. For example, these providers may help us deliver our current Services to new customers or new Services to existing customers. In addition, Viasat uses Twilio as a service provider to support our customer care function that you can register for and access through WhatsApp. When you engage with us for care support, Twilio collects certain information that it calls Customer Usage Data that Twilio uses to provide services on our behalf, and for its own limited purposes to support its obligations as a communications service provider. Twilio provides additional information about its data practices, including with respect to Customer Usage Data, in its [privacy notice](#).
- We may disclose your Information to outside auditors, professional advisors, potential business transition partners, and regulators.
- If we are acquired by or merged with another company, or in the event of a consolidation or reorganization involving Viasat, or if all or a portion of our assets are transferred to another company, or as part of a bankruptcy proceeding or as part of a similar transaction, we may transfer the Information to the acquiring company or other involved third party.
- We may disclose your Information to respond to legal process, such as a subpoena or court order, to comply with the law or to protect our rights in litigation or arbitration.
- We may disclose your Information where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety or property of any person or entity (including Viasat), or violations of our Customer Agreements or policies..



## Viasat Subscriber Privacy Notice

### DATA SECURITY

Viasat has taken certain physical, administrative, and technical steps to safeguard the Information we collect from and about our customers and visitors to our Sites from damage, loss, alteration, destruction or unauthorized use, access or processing. The security measures we have in place are the same measures used to protect Viasat's information. While we seek to ensure the integrity and security of our network and systems, we cannot guarantee the security of the Information, and we encourage you to take precautions to protect your personal data when you are on the Internet.

You are responsible for maintaining the strict confidentiality of your account password, any Site login or user ID information, and Viasat device credentials, and you shall be responsible for any access to or use of the Sites or Services by you or any person or entity using your password, login or user ID, whether or not such access or use has been authorized by or on behalf of you.

Our Sites and online applications are for the sole use of Viasat customers in managing their accounts and the products and services they receive. If you choose to provide access to certain of your account data to third parties, Viasat cannot be held responsible for any release of account or personal data that occurs as a result of the access that you provide to others.

### LINKS TO OTHER WEBSITES

At times, our Sites may contain links to third party websites or applications, including third party products or services. Any access to and use of such linked products or services is not governed by this Notice, but, instead, is governed by the privacy policies or terms of use of those third parties, even though some of these other products or services may be co-branded with us. We are not responsible for the information practices of such third parties.

### LEGAL RIGHTS

- **Mexico Data Owner Rights**

Under certain circumstances, Data Owners from Mexico may have the following rights under the FPDL:

- The right to be provided with information about how we process their information
- The right to access their Information
- The right to rectify Information if it is inaccurate or incomplete
- The right to object to the processing of Information
- The right to limit the use or disclosure of their Information
- The right to cancel/delete their Information
- The right to revoke consent granted for the processing of Information

To exercise the above rights, please contact us at the information provided below. We will notify you within twenty (20) days of receipt of your request with a determination on your request. If more time is required to fulfill your request, we will notify you with a justification for the extension. Please be aware that under certain circumstances, the FPDL may limit your exercise of these rights.



## Viasat Subscriber Privacy Notice

### **ACCESS TO YOUR PERSONAL INFORMATION**

If you have an account for our Services, you may sign in to your account and update your personal information contained in the account.

### **CHANGES TO THIS PRIVACY NOTICE**

Viasat may amend this Notice from time to time. When we do, we will post the change(s) on the Sites. If we make any material changes in the way we use or disclose the Information you provide to us, we will provide appropriate notice to you by posting a notice on the Sites.

### **HOW TO CONTACT US**

If you have any questions that you would like to ask about this Notice or about our handling of your Information, please send an email to our Privacy Department at [privacy@viasat.com](mailto:privacy@viasat.com).

Viasat is headquartered in Carlsbad, California, USA at 6155 El Camino Real, Carlsbad, CA 92009, USA.

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