

PRIVACY STATEMENT

Effective Date: September 1, 2022

We value our customers and respect your privacy. This Privacy Statement describes how we collect, use, and disclose information about you when you access or use our services, including information provided or collected through or in connection with our provision of voice, Internet, cloud, managed services, and/or other technology or communications services; www.worldnetpr.com; any other Company website; Kiumi and any other Company mobile application; Company telephone communications, text messages, and email communications; our social media pages, apps, and messages; or any other of our products or services (the “Services”). The terms “Company,” “we,” “us,” “our,” and “WorldNet” refer to WorldNet Telecommunications LLC, a Puerto Rico limited liability company. By accessing or using our Services, you agree to the collection, use, and disclosure of information about you as described in this Privacy Statement. Regardless of which country you reside in or supply information from, you agree to the collection, use, and maintenance of your information in the United States and any other country where the Company or its service providers may operate. If you do not agree to the terms of this Privacy Statement, then please do not access or use our Services. In addition, this Privacy Statement is incorporated into and made a part of our Acceptable Use Policy, and you agree to our Acceptable Use Policy by accessing or using our Services.

Collection of Information

When you access or use our Services, we may collect two types of information: (1) personally identifiable information; and (2) information that is not personally identifiable. Personally identifiable information includes information that identifies you personally, alone or in combination with other information available to us.

In connection with taking orders and providing Services, we may collect personally identifiable information such as: your name, address, telephone number, social security number, federal employer identification number, driver’s license number, account information (including passwords), email address, payment information, and mailing address.

We may collect personally identifiable and non-personally identifiable information related to how you use the Services as a part of our operation of the Services. This information may include call records containing phone numbers you call or receive calls from, text message records, network connection information, websites and apps you visit and use, router connections, mobile and device numbers, domain name server information, service options you choose, app usage and other usage statistics, bandwidth used, connection performance, dates and times of connection, technical information (e.g., information about your hardware and software,

modems, routers, and settings), information concerning your service orders from us and our fulfillment of those orders, and other similar information.

You may also volunteer your personally identifiable information through or in connection with the Services. For example, you may choose to integrate personally identifiable information, such as contact information or a mobile phone number, with Kiumi. You may submit personally identifiable information if you seek Lifeline, Affordable Connectivity Program, or other government-subsidized service. If you report a problem in Kiumi, or contact us via email, social media, telephone, or otherwise, we may collect your message, email address, contact, and other information you provide. We will treat personally identifiable information provided in your message consistently with other personally identifiable information.

We use a variety of third-party service providers and advertising partners, including Google Analytics, to help provide our Services, to help us understand the use of our Services, for marketing, and to serve targeted advertisements on various websites. These third-party service providers and advertising partners may use cookies, web beacons, or similar technologies to collect information sent by your browser as part of a web page request, such as your IP address. Third-party advertising partners help us display tailored content and ads to you, serve advertising on our behalf when you visit other websites, and may share certain information with us to help us measure ad quality and tailor ads. This Privacy Statement does not cover the collection methods or use of the information collected by these vendors. These vendors have their own privacy policies.

If you wish to not have your information used for the purpose of serving you targeted ads, you may be able to opt-out by visiting the Network Advertising Initiative opt-out page at www.networkadvertising.org/choices/ (or a similar online resource about behavioral advertising) and following the relevant instructions. Please note that opting out prevents targeted advertising but does not prevent all advertising. If you delete, block, or otherwise restrict cookies, or if you use a different computer or Internet browser, then you may need to renew your opt-out choice. To find out more about how Google Analytics collects and processes data and how to disable Google Analytics from being used in your browser, please visit www.google.com/policies/privacy/partners/ or the Google Analytics opt-out page at tools.google.com/dlpage/gaoptout. To find out how to opt out of Google's use of cookies, please visit Google's Ad Settings at google.com/ads/preferences/.

Use of Information

We use the information we collect from and about you as described in the "Collection of Information" section above in accordance with applicable law for the following purposes: to provide the Services; for sales, installation, operation, administration, advertising, marketing, support, network management, maintenance, improving our products, customer service, communications with you, billing, and collection; to detect, investigate, and prevent activities that may violate our policies or be fraudulent or illegal or a threat to safety; and to assist law

enforcement and comply with legal requirements. We may combine information from Services with other information we obtain from our business records, our affiliates, or third party services. We do not use or disclose personally identifiable information related to how you use the Services or personally identifiable information obtained via Kiumi for marketing or advertising.

Sharing and Disclosure of Information

We may disclose the information collected from and about you as follows, subject to applicable law: (1) with your consent; (2) to our service providers, who may use it only on our behalf and at our direction; (3) to comply with a law, regulation, or legal request or if we believe that there has been fraud, abuse, or a violation of our Acceptable Use Policy or of our rights or the rights of any third party; (4) to respond to judicial process, governmental investigations, and provide information to law enforcement agencies or in connection with an investigation on matters related to national security, public safety, or otherwise as required by law; (5) in an emergency to protect your safety or that of others; and (6) as disclosed to you at the point of collection. In some cases, we must properly authenticate your identity before disclosing information, even if the disclosure is at your request. We do not sell your personally identifiable information. We provide your name and telephone number for caller ID and similar services. If the Company is involved in a merger, acquisition, reorganization or sale of assets, your information may be transferred as part of that transaction.

Your Choices

We offer certain choices to you regarding our marketing communications. You may opt out of receiving phone calls, emails or texts from us by following any instructions provided in such phone call, email, or text. Some of the information we collect may constitute Customer Proprietary Network Information (“CPNI”), which means information that relates to the quantity, technical configuration, type, destination, location, and amount of use and related billing information concerning telecommunications and interconnected Voice over Internet Protocol services. We do not use or disclose CPNI to provide or market service offerings within a category of service to which you do not already subscribe unless you provide opt-in consent for us to do so. You may withdraw such opt-in consent by contacting us at incidents@worldnetpr.com. We take reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI.

Retention

We have the right, but not the obligation, to: (1) retain and use your personally identifiable information for as long as needed to provide you access to or use of our Services; (2) retain and use your personally identifiable information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements; and (3) retain and use non-personally identifiable information.

Security

Your personally identifiable information will be stored in our databases or databases maintained by our third-party storage/service providers. Most of these databases are stored on servers located in the United States, but some may be located outside of the United States. Information you provide via social media remains stored on the social media platform.

We take reasonable physical, electronic, contractual, and administrative steps to protect the confidentiality, security, and integrity of your personally identifiable information. However, no method of transmission over the Internet or method of electronic storage is completely secure, and we cannot guarantee absolute security. You should protect your passwords, account information, and devices, and we are not responsible for any consequences if you fail to do so. You agree to notify us immediately at incidents@worldnetpr.com of any actual or suspected unauthorized use or breach of security with respect to our Services.

Children

We do not direct our Services to, nor do we knowingly collect any personally identifiable information from, children under 13 years of age. If you become aware that your child has provided us with personally identifiable information without your consent, please contact us at incidents@worldnetpr.com. If we become aware that a child under 13 has provided us with personally identifiable information, we take commercially reasonable steps to remove such information and terminate the child's signups. We do not sell the personal information of individuals, including consumers under 16 years of age.

Third-Party Sites and Services

Our sites, apps, and social media accounts may include links to third-party websites, online services, and content. You may use the Services to reach third-party websites, online services, and content. These third parties may collect or receive certain information about your use of their services. We are not responsible for the privacy practices of those third-party sites or services.

Changes to this Privacy Statement

We may change this Privacy Statement from time to time in our sole discretion without notice to you. When we do, we will post the change(s) on the website(s) associated with the Services. By continuing to access or use our Services after those changes have been posted, you agree to be bound by the revised Privacy Statement.

Contact Us

If you have any questions about this Privacy Statement, our practices, our Services, or dealings with the Company, please send us an email at executivesupport@worldnetpr.com or contact us by mail at WorldNet Telecommunications LLC, Centro Internacional de Mercadeo, 90 Carretera 165, Suite 201, Guaynabo, Puerto Rico 00968.