verizon

Privacy Policy

Full Privacy Policy

<u>Español</u>

Protecting our customers' privacy is an important priority at Verizon and we are committed to maintaining strong and meaningful privacy protections. The privacy of your information is a significant responsibility and we value the trust you place in us.

Our Privacy Policy is designed to inform you about the information we collect, how we use it, and your options regarding certain uses of this information. This policy also describes privacy rights you have under certain federal laws.

This policy applies to website visitors, app users and Verizon customers in the United States. It applies across the <u>Verizon family</u> of companies and the products and services we provide. The Verizon family of companies includes the companies and joint ventures controlled by Verizon, including the Verizon telephone companies, Verizon Enterprise Solutions, Verizon Wireless, Verizon Online and Oath. Certain services we offer such as <u>go90</u>, <u>MapQuest</u> and <u>Verizon apps</u> have additional privacy practices that are presented separately.

Verizon has acquired Yahoo and combined it with AOL to form a new company named Oath. Oath consists of over 50 digital and mobile <u>brands</u> globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr and AOL, as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini. <u>Oath and Yahoo</u> each have their own privacy policies. In the event of a conflict between the Verizon privacy policy and the Oath or Yahoo privacy policies, the <u>Oath policy</u> will control when you use a site, product or service that links to the Oath privacy policy and the <u>Yahoo privacy policy</u> will apply when you use a site, service, or technology that links to the Yahoo policy.

There are separate <u>policies that govern Verizon Enterprise Solutions customers</u> outside the United States. Also, certain services offered to consumers as well as contracts between Verizon and its business customers (both U.S. and international) may contain additional privacy-related terms and conditions that are presented to you in other ways.

See recent changes to the privacy policy

Information we collect and how it is used

We collect information when you communicate with us and when you use our products, services and sites. This includes information you provide such as name and contact information, images, voice recordings or prints, the reason for contacting us, driver's license number, Social Security Number and payment information. Service and device usage information we collect includes call records, websites visited, wireless location, application and feature usage, network and device data including balife and apps on your device, product and device-specific information and identifiers, service options you choose, mobile and device numbers, video streaming and video packages and usage, movie rental and purchase data, TV and other video viewership, and other similar information.

We use this information to establish, monitor and maintain your account and billing records; measure credit and payment risk; provide account-related services; deliver and maintain your products and services; help you with service-related issues or questions; manage and protect our networks, services and users from fraudulent, abusive, or unlawful uses; help us improve our services and research and develop new products and services; authenticate you; determine your eligibility for new products and services and contact you with marketing offers.

When you contact us or we contact you, we may monitor or record that communication or keep a record of the transaction to help us train employees and better serve you.

We may automatically measure and monitor network performance and the performance of your connections to improve your, or our, service levels and products. If you contact us for service support, we also may access information about your computer, wireless device or other device settings to provide customized technical support or to install specific applications or services that you use or that are necessary to the applications or services you use.

Information about your use of Verizon products and services may be aggregated or otherwise de-identified for business and marketing uses by us or by third parties. For example, aggregate or de-identified data may be used to improve our services, measure and analyze the use of services and to help make services and advertising more relevant to you. You can opt out of certain of these uses, for example the <u>Verizon Relevant Mobile Advertising</u> and <u>Business and Marketing Insights</u> programs discussed below.

When you establish an online account or register on our sites or apps, we may collect information about your user identification, password and secret questions and answers. We use this information to authenticate you when you sign in.

Verizon will obtain your affirmative consent before we use information we gathered in the course of providing broadband Internet access services about your visits over time to different non-Verizon websites to customize ads specifically to you. One such program is <u>Verizon Selects</u>.

Information provided to us by third parties

When you purchase products or apply for service with us, we may obtain credit information about you from outside credit reporting agencies to help us with customer authentication and credit-related decisions. If you lease your residence, we may have information about how to reach your landlord and whether landlord permission is required to install our facilities.

Verizon obtains information from outside companies such as those that collect consumer information including demographic and interest data. Examples of this information include gender, age range, education, sports enthusiast, frequent diner or pet owner. We use this data and combine it with other information we have about you to help us predict your preferences, to direct marketing offers that might be more relevant to you, and to help us better analyze customer information for business modeling purposes.

When you use social media credentials to login to or interact with a Verizon site or offer, we may collect information about your social media profile, such as your interests, "likes" and friends list. We use this information, for example, to personalize your Verizon experiences and marketing communications, to enhance our services and to better serve you. You can control this data sharing via options in your social media accounts.

We also obtain contact information and other marketing lead information from third parties, website "refer-a-friend" options or social media platforms and may combine it with information we have to contact you or direct Verizon's marketing offers to you.

Information collected on Verizon websites and apps

When you use Verizon websites and apps, information is collected about your device and your visit including browsing, searching and buying activity as you interact with our sites and apps; IP address; mobile telephone, device numbers and identifiers; account information; web addresses of the sites you come from and go to next; and information about your connection, including your device's browser, operating system, platform type and Internet connection speed. We use this information for operational, performance measurement and other business purposes; and to help us deliver more relevant Verizon marketing messages on our websites, on non-Verizon websites, by our representatives, via email, or via other Verizon services or devices. This information is also used to tailor the content you see, manage the frequency with which you see an advertisement, tailor advertisements to better match your interests and understand the effectiveness of our advertising. We also may use this information to assess the effectiveness of our sites and to help you should you request help with navigation problems on our sites. Additional information about data collected by Oath on websites, apps and services is described in the <u>Oath</u> and <u>Yahoo</u> privacy policies.

Certain Verizon vendors may place and read <u>cookies</u> on our sites to help us deliver Verizon marketing messages on our sites and on non-Verizon sites. We require that these vendors provide consumers with the ability to opt out of their use of information for these purposes. In accordance with <u>industry self-regulatory principles</u>, you should see this icon in \bigcirc or around Verizon advertisements that are delivered on other sites using information collected on our sites. Clicking on this icon provides information about the companies and data practices that were used to deliver the ad and also describes how you may opt out of this type of advertising program. Additional information on choices you have about the use of information for advertising purposes can be found in the <u>"How to limit the sharing and use of your information"</u> section below. <u>View information about</u> <u>"cookies" and related technologies</u>.

Information you provide

When you contact us for information or when you enter a Verizon-sponsored or affiliated contest, sweepstakes or promotion, we may use the information you supply to provide you with information about Verizon services, programs and offerings. Certain promotions may require that we disclose information such as contest winners or provide information for prize fulfillment, and as required by law or permitted by the promotion's official rules. Information you provide on our websites about your preferred location and other preferences may be used to provide you with more relevant product recommendations, services and special offers.

If you provide information to us in the context of an event or promotion that Verizon sponsors with another organization, or if you visit a co-sponsored site or use a co-sponsored service, you also may be providing information to the co-sponsor. You should refer to that co-sponsor's privacy policy for information about its practices which may differ from Verizon's practices.

We also collect information from you when you participate in surveys or provide other feedback to us regarding our products or services, when you register to receive news or public policy updates, or when you apply for a job with or a grant from Verizon. We use this information only for the purpose for which you provide it.

Verizon may send you emails that communicate information about your account or about products, services, marketing offers or promotions that may be of interest to you. When you open a Verizon email or click on links within these emails, we may collect and retain information to provide you with future communications that may be more interesting to you. Please note that Verizon will not ask you to send us, via email, sensitive personal or account information.

Additional information for Verizon Wireless customers

Verizon Wireless includes a <u>unique identifier</u> in certain web traffic from your mobile device. The identifier is used to help deliver relevant advertising and to deliver other services such as authenticating devices on the network. If you opt out of the <u>Relevant</u> <u>Mobile Advertising</u> program and you have not joined Verizon <u>Selects</u>, or if you activate certain types of lines that are not eligible to participate in our advertising programs, Verizon Wireless will stop inserting the <u>Unique Identifier Header (UIDH)</u>. The identifier will continue to appear for a short period of time while we are updating our systems.

Verizon Wireless collects and uses mobile device location data for a variety of purposes, including to provide our mobile voice and data services, emergency services, and our and third-party location-based apps and services such as navigation, weather, mapping and child safety apps or tools. Verizon apps that use location information provide choices about the use of this information.

Verizon wireless devices may include system software we use to help gather diagnostic information used to monitor network performance and the performance of your connections. Similar Verizon-supplied software enables automatic installation of apps when you activate your device and with your consent at later times. This software may be used, for example, to install an app you request or open an app or your browser to a specific page when you are interacting with a voice response system or an advertisement. This software collects information about the actions it takes, including information about when an app or browser is first opened and when it is uninstalled. You can delete or disable apps installed by this software at any time.

Verizon Wireless does not publish directories of our customers' wireless phone numbers, and we do not provide or make them available to third parties for listing in directories unless you request that we do so.

Information about the Cable Act

To the extent that Section 631 of the Communications Act of 1934, as amended (the "Cable Act") applies to services you purchase, it entitles you to know about the personally identifiable information a cable service provider collects. This includes the nature of the use and disclosure of this information and to whom it may be disclosed, how long personally identifiable information is maintained, and how subscribers may access it. In addition, the Cable Act imposes limits on the collection and disclosure of personal information and gives subscribers the ability to enforce their privacy rights. (Personally identifiable information does not include aggregate data that does not identify a particular person).

The Cable Act allows a provider to use its cable system to collect personally identifiable information necessary to render a cable service or other services provided to subscribers and to detect and prevent unauthorized access to services. Additional personally identifiable information may be collected with the subscriber's prior consent. Personally identifiable information may be used or disclosed without the subscriber's consent where necessary to render services, and to conduct legitimate business activities related to services provided.

We may be required by law to disclose personally identifiable information to a governmental entity to comply with valid legal process, such as warrants, court orders or subpoenas, but we will not disclose records revealing your selection of video programming unless we receive a court order indicating that the governmental entity has made a specified showing of relevance and you were afforded an opportunity to contest the order. We may be required to disclose personally identifiable information (including your selection of video programming) to a non-governmental entity to comply with a court order, after you have been provided notice.

If you believe that your privacy rights have been violated, please <u>e-mail us</u> and we will work with you to address your concerns. If you believe that you have been aggrieved as a result of a violation of the Cable Act, you may enforce the limitations imposed by the Cable Act through a civil action in a United States district court seeking damages, attorney's fees, and litigation costs. Other rights and remedies may also be available to you under federal or other applicable laws.

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Relevant

Advertising

Mobile

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Relevant

Online

The Cable Act permits the disclosure of customer names and addresses as long as a subscriber has been provided with the opportunity to prohibit or limit this disclosure and the disclosure does not reveal, directly or indirectly, the subscriber's viewing or other uses of the cable or other services provided. If we intend to share data in this way, we will provide you with the opportunity to prohibit or limit this type of sharing.

Advertising and insights programs

The Verizon Wireless Relevant Mobile Advertising program helps make marketing you see more personalized and useful to you across the devices and services you use. This program shares information with Oath (formed by the combination of AOL and Yahoo). The Relevant Mobile Advertising program uses your postal and email addresses; certain information about your Verizon Wireless products and services such as your device type; and demographic and interest information you provide or we obtain from other companies such as your gender, age range and interests (i.e. sports fan, frequent diner or pet owner). This information may be combined with information collected by Oath advertising services on devices you use to access Oath services and visit thirdparty websites and apps that include Oath advertising services (such as web browsing, app usage and location), as well as information that we obtain from third-party partners and advertisers. The advertising program uses online and device identifiers including browser cookies, advertising IDs from Apple and Google, and one created by Verizon, known as a Unique Identifier Header or UIDH.

We do not share information that identifies you personally outside of Verizon as part of this program other than with vendors and partners who do work for us. We require that these vendors and partners protect the information and use it only for the services they are providing us. You have a choice about participating in this program.

Verizon Wireless uses certain customer information to create aggregate business and marketing insights. The program uses Information about how you use your mobile device, including web browsing, apps and features you use and the location of your device, as well as certain information about your Verizon products and services (such as device type and amount of use) and demographic and interest information you provide or we obtain from other companies (such as gender, age range and interests). We may also use information provided Business by business and marketing clients who want us to develop aggregate insights about their own customers. We Marketing combine this information in a manner that does not personally identify you and use it to prepare aggregated Insights business and marketing insight that we may use ourselves or share with others for their use. We may also share location information with others in a way that does not personally identify you so that they may produce aggregate business and marketing reports. You have a choice about whether your information is included in these reports.

The Relevant Online Advertising program helps make online ads you see more interesting and useful using your postal address; certain information about your Verizon products and services – such as service packages, Fios TV purchases and viewership categories; and demographic and interest information we obtain from other companies – such as gender, age-range, sports fan, frequent diner or pet owner. This information is used to predict whether you fit within an audience an advertiser is trying to reach. We do not share information that Advertising identifies you personally as part of these programs other than with vendors and partners who do work for us. We require that these vendors and partners protect the information and use it only for the services they are providing us. You have a choice about participating in this program.

TV

Verizon's Relevant TV Advertising program helps make Fios TV ads you see more interesting and useful using your postal address; certain information about your Verizon products and services (such as service packages purchased, video on-demand purchases and program viewing data; and demographic and interest information Relevant you provide or that we obtain from other companies - such as gender, family size, and luxury car owner. The ads may appear on a variety of platforms where Fios television customers can access video content. We do not share Advertising information that identifies you personally as part of these programs other than with vendors and partners who do work for us. We require that these vendors and partners protect the information and use it only for the services they are providing us. You have a choice about receiving this type of advertising and you can opt out online.

Additional information for Oath services

Oath consists of over 50 digital and mobile brands globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr and AOL, as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini. Many free services provided by Oath brands are supported by advertising displayed on those services. Oath advertising platforms also provide a variety of online advertising services that place other companies' ads across the sites, services and devices you use.

Additional information about the collection and use of information from devices you use to access or connect to Oath sites, products and services is described in the Oath Privacy Policy for websites, services and software that link to that policy. Similarly, the Yahoo Privacy Policy provides detail about the collection and use of information from devices you use to access or connect to Yahoo websites, services and technologies that link to the Yahoo policy. These policies also describe the collection and use of information by Oath advertising platforms and your related choices.

In the event of a conflict between the Verizon privacy policy and the Oath or Yahoo privacy policies, the Oath policy will control when you use a site, product or service that links to the Oath privacy policy and the Yahoo privacy policy will apply when you use a site, service, or technology that links to the Yahoo policy.

Information we share

Information shared within the Verizon family of companies:

Verizon shares customer information within our family of companies for a variety of purposes, including, for example, providing you with the latest information about our products and services and offering you our latest promotions. You can limit the sharing of certain types of customer information, known as Customer Proprietary Network Information, or CPNI, within the Verizon family of companies for marketing services to you different from your current services.

Customer Proprietary Network Information (CPNI) is information that relates to the type, quantity, destination, technical configuration, location, amount of use and related billing information of your telecommunications or interconnected Voice over Internet Protocol (VoIP) services. Federal law governs our use and sharing of CPNI.

Information shared outside the Verizon family of companies:

Except as explained in this Privacy Policy, in privacy policies for specific services, or in agreements with our customers, Verizon does not sell, license or share information that individually identifies our customers, people using our networks, or website visitors with others outside the Verizon family of companies that are not performing work on Verizon's behalf without the consent of the person whose information will be shared.

Verizon uses vendors and partners for a variety of business purposes such as to help us offer, provide, repair, restore and bill for services we provide. We share information with those vendors and partners when it is necessary for them to perform work on our behalf. For example, we may provide your credit card information and billing address to our payment processing company solely

for the purpose of processing payment for a transaction you have requested. We require that these vendors and partners protect the customer information we provide to them and limit their use of Verizon customer data to the purposes for which it was provided. We do not permit these types of vendors and partners to use this information for their own marketing purposes.

As described in more detail in other sections of this policy, Verizon also may share certain information with outside companies, for example, to assist with the delivery of <u>advertising campaigns</u>, or preparing and sharing aggregate reports. This information does not identify Verizon customers individually.

Verizon provides the names, addresses and telephone numbers of wireline telephone customers to directory publishers and directory assistance services unless a non-published or non-listed phone number has been requested.

We may disclose information that individually identifies our customers or identifies customer devices in certain circumstances, such as:

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If Verizon enters into a merger, acquisition or sale of all or a portion of its assets or business, customer information will also be transferred as part of or in connection with the transaction.

Information provided to or used by advertising entities or social networks

You may see third-party advertisements on some Verizon websites, services, apps and devices. Some advertisements are chosen by companies that operate on our sites and other sites (for example, ad servers, ad networks, or technology platforms) to place ads on behalf of advertisers. These companies may place and access cookies on your device to collect information about your visit on websites and may collect device advertising identifiers from your mobile operating system to learn about your use of apps, including ours. The information they collect from our sites and apps is in a form that does not identify you personally and may be combined with similar data they obtain from other websites and apps to help advertisers better reach audiences they wish to target. Targeting may be accomplished by tailoring advertising to interests that they infer from your interactions on our sites and apps and your interaction with other sites and services where these companies also are present. Oath advertising services including ONE by AOL, BrightRoll, and Gemini, also provide these types of services to advertisers; more information is described in the <u>Oath</u> and <u>Yahoo</u> privacy policies.

If you choose to interact with specific advertisers who advertise on our apps sites or services, the information you provide to them is subject to the conditions of their specific privacy policies.

Advertising that is customized based on predictions generated from your visits over time and across different websites is sometimes called "online behavioral" or "interest-based" advertising. In accordance with <u>industry self-regulatory principles</u>, we require that companies disclose when they are using online behavioral advertising programs to deliver third-party ads on our sites or collecting information about your visit to our sites for these purposes and give consumers the ability to opt out of this use of their information. You will see an icon in or around third-party advertisements that are delivered on our sites using behavioral advertising programs. Clicking on this icon will provide additional information about the companies and data practices that were used to deliver the ad as well as information on how you may opt out of these advertising programs. Additional information about your options regarding the use of your information for advertising purposes can be found below. View

Privacy Policies | Verizon

<u>additional information about online behavioral advertising</u>. Please note that Verizon does not have control over or access to information contained in the cookies that are set on your computer by ad servers, ad networks or third-party advertisers.

Similarly, advertising may be customized based on predictions developed from your use of applications and industry selfregulatory principles also apply. This type of advertising involves the use of device advertising identifiers. <u>View information</u> <u>about opting out of this use of your device advertising identifier</u>.

View information about "cookies" and related technologies.

We also may permit advertisers on our sites, apps and services to place ads based on certain information we have about your Verizon products and services as well as geographic and demographic data. Information used for this purpose does not identify you individually.

Verizon websites and services may include social network or other third-party plug-ins and widgets that may provide information to their associated social networks or third-parties about your interactions with Verizon pages you visit or services you use, even if you do not click on or otherwise interact with the plug-in or widget. <u>View information about "cookies" and related technologies</u>.

How to limit the sharing and use of your information.

You have choices about how Verizon shares and uses information.

Customer Proprietary Network Information (CPNI)

Customers of Verizon telecommunications and VoIP services may choose to limit the use and sharing of CPNI for Verizon's marketing services outside of services you currently have. Notice about our use and sharing of CPNI and the choices you have may be provided on your monthly bill, over the phone, via text, in contracts or in other ways.

Verizon Wireline consumers and certain business customers may opt out by calling 1-866-483-9700. Verizon Wireless consumer and certain business customers may call 1-800-333-9956. Other customers may decline to provide or withdraw CPNI consent by following the instructions in the Verizon notice seeking consent.

View CPNI notices for Verizon Wireline and Verizon Wireless.

Telemarketing

Federal "Do Not Call" laws allow you to place your phone numbers on the National Do Not Call Registry to prohibit many telemarketing calls to those numbers. To add your numbers to this list, please call 1-888-382-1222 or visit the <u>National Do Not</u> <u>Call Registry</u>.

Most telemarketing laws allow companies to contact their own customers without consulting the federal or state Do Not Call list. If you would like to be removed from Verizon's residential telemarketing list, please contact us at 1-800-VERIZON. If you would like to be removed from the Verizon Wireless telemarketing list, please contact us at 1-800-922-0204. Please allow 30 days for your telephone number to be removed from any sales programs that are currently underway.

Marketing e-mail, text messages, postal mail and door-to-door calls

Marketing emails you receive from Verizon, include an unsubscribe instruction (usually found at the bottom of the email) that you may use to opt out of receiving future marketing-related emails.

You may opt out of receiving marketing-related postal mailings or prevent door-to-door marketing solicitations from Verizon by calling 1-800-VERIZON. You may opt out of receiving marketing-related postal mailing or prevent text message marketing by Verizon Wireless by calling 1-800-922-0204. You may opt out of receiving marketing-related postal mailing or prevent text message marketing by Verizon Vehicle service by calling 1-800-711-5800. Text message solicitations from Verizon also contain an "unsubscribe" feature that you can use to prevent future marketing text messages from us. Please note that Verizon may use bulk mail service for some marketing mailings. These services deliver offers to all homes in a neighborhood or zip code. This type of mailing will continue even if you opt out of receiving marketing-related postal mailings from Verizon.

Information used for online advertising

You have choices about whether certain information collected on websites, including Verizon's, is used to customize advertising based on predictions generated from your visits over time and across different websites and apps. When you see this icon in or around an advertisement you can click on the icon to see additional information on the companies and data practices that were used to deliver the ad and descriptions of how you may opt out of these advertising programs. You may also visit Digital Advertising Alliance's Consumer Choices to learn more or to limit the collection of information by these parties. Similarly, many mobile devices offer controls you can set to limit the advertising use of information collected across mobile apps on your device. Oath advertising services including ONE by AOL, BrightRoll, and Gemini, also provide these types of services to advertisers; more information is described in the Oath and Yahoo privacy policies.

Please note that many opt outs use browser cookies or device controls and are specific to the device and browser you are using. If you buy a new computer, change web browsers or devices or delete the cookies on your computer, you may need to opt out again. In addition, ads you receive may still be tailored using other techniques such as publisher, device or browser-enabled targeting. You should check the privacy policies of the products, sites, apps and services you use to learn more about any such techniques and your options.

You also can limit the collection of certain website information by deleting or disabling cookies. Most computers' Internet browsers enable you to erase stored cookies, block all cookies, or receive a warning before a cookie is stored. Disabling cookies may prevent you from using specific features on our sites and other websites, such as ordering products or services and maintaining an online account. <u>View information about "cookies" and related technologies</u>.

Advertising programs:

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Business and Marketing Insights

Verizon Wireless customers may choose not to have their information included in the creation of aggregated business and marketing insights that do not specifically identify any individual customers. You may opt out by calling 1-866-211-0874 or by visiting your privacy choices page in My Verizon. Please note that if you have multi-line account, you should indicate your opt out choice for each line. If you add a line or change a telephone number, you will need to update your privacy choices.

Oath choices

You can visit the Oath and Yahoo privacy policies to learn more about choices you have about how Oath brands use information

across the devices you use.

Working together to keep children safe.

Verizon recognizes that online service providers must be vigilant in protecting the safety and privacy of children online. We do not knowingly market to or solicit personal information from children under the age of 13 without obtaining verifiable parental consent.

To learn more about AOL's information practices with respect to children under 13, please review <u>AOL's Important Note to</u> <u>Parents</u>. To learn more about Yahoo's practices for children under age 13 please visit Yahoo's <u>Children's Privacy & Family</u> <u>Accounts</u> policy.

If you have a complaint about child pornography, the soliciting of children for sexual activity, or any other illegal or inappropriate activity involving children on a Verizon service, report it to us by <u>sending an e-mail</u>. Please include the words "child porn" in the subject line of your email. You can also make a report directly to the National Center for Missing and Exploited Children through <u>CyberTipline</u>.

Additional Internet safety resources and information are available at:

Information security and data retention

Verizon has technical, administrative and physical safeguards in place to help protect against unauthorized access to, use or disclosure of customer information we collect or store, including social security numbers. Employees are trained on the importance of protecting privacy and on the proper access to, use and disclosure of customer information. Under our practices and policies, access to sensitive personally identifiable information is authorized only for those who have a business need for such access. Personally identifiable and other sensitive records are retained only as long as reasonably necessary for business, accounting, tax or legal purposes.

Although we work hard to protect personal information that we collect and store, no program is 100% secure and we cannot guarantee that our safeguards will prevent every unauthorized attempt to access, use or disclose personal information. Verizon maintains security and incident response plans to handle incidents involving unauthorized access to private information we collect or store.

If you become aware of a security issue, please contact <u>Verizon's Security Control Center</u>. We will work with you to address any problems.

Verizon often publishes helpful information about a wide range of scams that you may encounter. Learn more about Internet and phone scams and tips on how to protect yourself.

Accessing and updating your information

We strive to keep our customer records as accurate as possible. You may correct or update your Verizon customer information by calling a Verizon customer service representative at 1-800-VERIZON or by accessing your account online and providing the updated information there. Similarly, updates can be made to your Verizon Wireless account by calling a Verizon Wireless customer service representative at 1-800-922-0204 or <u>contact us online</u>. Verizon Enterprise Services customers may update their information by contacting their account manager. Verizon Vehicle customers may change or update their contact information by calling 1-800-711-5800. Registered AOL users may access and update their registration information and any billing or shipping information by visiting <u>My Account</u>. You can edit your <u>Yahoo Account Information</u>, including your <u>marketing preferences</u>, at any time. You can also modify information you have provided to Yahoo through the Yahoo <u>products or services</u> you may use.

Fios and other customers served over our fiber-to-the-premises network who would like to see their personally identifiable information, may <u>e-mail us</u> to arrange a time and convenient location to do so during business hours. You will need to provide proper identification and you may examine records that contain personally identifiable information about you and no one else. If you believe any of your personally identifiable information is inaccurate, we will work with you to ensure that corrections are made. Verizon reserves the right to charge you for the cost of photocopying any documents you request.

Information sharing: Blogs and social networking

Some Verizon websites, apps and services may allow you to participate in blog discussions, message boards, chat rooms, and other forms of social networking and to post reviews. These forums are accessible to others and information you post can be read, collected, shared, or otherwise used by anyone who accesses the forum. If you post content to information sharing forums, including any information about the movies you rent or view, you are doing so by choice and you are providing consent to the disclosure of this information._

Changes to this policy

We reserve the right to make changes to this privacy policy, so please check back periodically for changes. You will be able to see that changes have been made by checking to see the effective date posted at the end of the policy. If Verizon elects to use or disclose information that identifies you as an individual in a manner that is materially different from that stated in our policy at the time we collected that information from you, we will give you a choice regarding such use or disclosure by appropriate means, which may include use of an opt out mechanism.

View recent changes to privacy policy

Updated June, 2017

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Contact us

If you have questions, concerns or suggestions related to our Privacy Policy or our privacy practices, e-mail us or contact us at:

Verizon Privacy Office1300 I Street, NWSuite 500 EastWashington, DC 20005Fax: 202-789-1432

Privacy Policy Summary

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Recent changes

Privacy Officer Message

Fios Privacy Policy

Oath Privacy Policy

Verizon App Privacy Policies

AppFlash

VZ Navigator App

Verizon Messages+ App

Go90 Privacy Policy

Hum privacy policy

Verizon Home Privacy Policy

MapQuest Privacy Policy

Mobile Location Analytics Privacy Notice

Device Installment Privacy

California Privacy Rights

Privacy Policies | Verizon

Better Business Bureau Accredited

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See all Verizon social channels +

Our Company

Responsibility

News Media Center

Investors

Careers

Wireless Residential Business

Verizon is a global leader delivering innovative communications and technology solutions that improve the way our customers live, work and play.

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History and Timeline

The world is only going forward, and we're happy to lead the way.

How we got to where we are today

Verizon Communications was created on June 30, 2000 by Bell Atlantic Corp. and GTE Corp., in one of the largest mergers in U.S. business history. GTE and Bell Atlantic evolved and grew through decades of mergers, acquisitions and divestitures. Today, Verizon is a global technology company delivering the promise of the digital world to millions of customers every day.

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Watch the evolution of Verizon video



At Verizon, we've been building and advancing digital infrastructure and solutions for decades. Building a more connected community for all is what we do best.

Explore our milestones and see how it all began

Use the category and year filters to see how Verizon evolved into a technology leader or view our corporate history (pdf).

Category:



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Go90 Privacy Policy

The go90 app and website allow you to view videos, clips, live events, images and other content. You may also be able to create, save and share video clips (called "cuts"); establish a profile and share your favorite cuts with friends; and post comments. go90's collection and use of information is covered by the <u>Verizon privacy policy</u> as well as go90-specific practices described here. As a go90 user, you may create a profile consisting of user name and picture (if you choose to add one). Other go90 users will be able to view your profile.

Information we collect

We collect information you provide (for example, your email and age) as well as information about your device and your use of the go90 services. This includes content you view, cuts you create and share, your comments and your favorites. When you allow it, go90 collects information about your device location and your contacts. go90 also collects information from your device identifiers, device type and operating system. The go90 website uses cookies and related technologies as described in the Verizon Privacy Policy.

Information use and sharing

Information we collect is used to deliver, maintain and support the go90 services; enhance application features; customize and personalize your experiences including the advertisements you see; and provide social network interactions. We may also identify you as a go90 user to other go90 users if these users give us access to their contact lists and the email address you provide at registration matches one on their contact list, but we don't share your email address with other users. go90 information may be shared within the Verizon family of companies, including Oath (formed by the combination of AOL and Yahoo).

Go90 is supported by advertisements, so most go90 features are provided without charge. We use information you provide and information collected through your use of go90 to deliver more relevant ads. We may combine this data with data from other Verizon affiliates including Oath advertising platforms or third-parties to decide which ads to serve you in go90. We also may use information collected from go90 for other purposes described in the <u>Verizon</u>, <u>Oath</u> and <u>Yahoo</u> privacy policies. For example, we may share information that you provide, the interests you show and your uses of the app within the Verizon family of companies for relevant advertisements in the go90 app and across the sites and services you use on your devices.

Your choices

The <u>Verizon</u>, <u>Oath</u> and <u>Yahoo</u> privacy policies provide detailed information about choices you have with respect to the ways in which you receive advertising outside of go90. You control whether go90 may collect and use location and contact information about your device. You will provide the initial permission and you may change your choice at any time in your device settin

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MapQuest Privacy Policy

MapQuest services include apps and websites available to consumers, as well as software services such as software development kits (SDKs) and application programing interfaces (APIs) that are used by other apps and sites. MapQuest services provide capabilities such as turn-by-turn directions; direct booking with ride sharing services, local transit, restaurants and hotels (where available); the ability to compare nearby gas station prices, on-demand roadside assistance, up-to-the-minute traffic information and other location services.

MapQuest operates under the <u>Verizon privacy policy</u> as well as the additional information provided here. The policy applies no matter what device or mechanism you use to access MapQuest services.

Information we collect

We collect information you provide such as your name, picture, email, and home, work and favorite addresses; as well as information about the browser or device you use to access our services such as your IP address, mobile telephone number, mobile device identifiers, device type, and browser or operating system. We also collect information about your use of MapQuest services including searches you conduct, directions we provide and route data. MapQuest also uses <u>cookies and related</u> technologies as described in the Verizon Privacy Policy.

To provide some of its services, MapQuest requires information about the precise location of your device. With your consent, we collect or infer your precise location using cellular, Wi-Fi, Bluetooth, and GPS location information we obtain from your device.

Information, including location, may be collected from your device even when you are not using the app.

How information is used and shared

Information we collect is used to deliver, maintain and support MapQuest services; enhance application and website features; provide social network interactions; and customize and personalize your experiences including the content and advertisements you see.

Information may be shared in a form that does not identify you personally with third parties who use it for purposes such as traffic reporting.

MapQuest shares information within the Verizon family of companies, including <u>Oath</u>. We may combine data collected through your use of MapQuest services with data from other Verizon affiliates, including Oath (formed by the combination of AOL Yahoo), and with data we obtain from third parties to decide which ads you see in MapQuest experiences, in other Oath or

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Verizon services and sites, or in non-Verizon sites and services across the devices you use.

Your choices

You can control whether MapQuest services may collect precise location information about your device using the location settings available on your device. For more information, please review your device settings.

You can opt-out of permitting the MapQuest app to share your information with third parties via MapQuest's in-app settings page by adjusting your "share additional info" control.

The <u>Oath Privacy Policy</u> provides details describing choices you have about the use of your information for Oath advertising purposes such as <u>opting out of online interest based advertising</u> and <u>using mobile device controls</u>. Please note that if you are a registered Yahoo user, you should also opt out using <u>Yahoo's Ad Interest Manager</u>.

In accordance with <u>industry self-regulatory principles</u>, we require that companies disclose when they deliver interest-based ads on MapQuest or collect information through MapQuest for these purposes. You may visit <u>Digital Advertising Alliance's Consumer</u> <u>Choices</u> to learn more or to limit the collection of information by parties who participate in the industry's opt-out page.

International Users

MapQuest services available in <u>Canada</u> and the <u>United Kingdom</u> are covered by a separate privacy policy. MapQuest is based in the United States, and, regardless of where you use MapQuest services or provide information to us, the information may be transferred to and maintained on servers located in the U.S. Information we obtain about you will be stored in accordance with U.S. privacy laws, regulations, and standards, which may not be identical to the laws in your country of residence. By using MapQuest services or providing us with your information, you consent to this collection, transfer, storage, and processing of information to and in the United States.

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http://www.verizon.com/about/privacy/mapquest[11/28/2017 11:30:32 AM]

Verizon App Privacy Policies

In addition to the full <u>Verizon's Privacy Policy</u>, specific privacy practices apply to certain Verizon apps. You can find these appspecific practices here.

- <u>View privacy policy for Verizon Message+ app</u>
- <u>View privacy policy for VZ Navigator app</u>
- <u>View privacy policy for Verizon AppFlash</u>

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Our brands - Oath



Build Brands People Love ©2017 Oath Inc. All Rights Reserved.

About us Oath Brands Our company values Press Ad Specs Accessibility Office Locations Standards of Business Conduct **Contact us** AOL Member Help Yahoo account help Contacts and press Advertise **Privacy first** Privacy policy Terms of service About our ads **Follow us** Twitter Facebook Instagram LinkedIn



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Oath Privacy Policy Highlights

Oath, part of the Verizon family of companies, consists of over 50 digital and mobile brands globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr, and AOL, as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini.

Below are highlights of the full Oath Privacy Policy, which applies to the collection and use of information from any device used to access or connect to Oath branded or affiliated websites, services, or software that link to this Privacy Policy. Para leer este documento en español haz clic aquí.

Similarly, the Yahoo Privacy Policy will apply on Yahoo branded sites and affiliated products, services, and technologies that link to the Yahoo Privacy Policy. If there is a conflict between the Oath Privacy Policy and the Verizon or Yahoo privacy policies, the Oath Privacy Policy will apply when you are on an Oath product, service, or brand site that links to this policy and the Yahoo Privacy Policy will apply on Yahoo branded product, service, technology, or sites that link to the Yahoo policy. Additional privacy information is available in the Verizon Privacy Policy.

What's New

- The Oath Privacy Policy was updated effective June 13, 2017.
- The AOL company name has changed to Oath. The way we handle your information hasn't changed, so the Oath Privacy Policy will continue to govern when you are on previously branded AOL products, services, or technologies, including AOL Mail, AOL.com, HuffPost, Engadget, TechCrunch, Moviefone, and Makers.

How to Opt-Out

You can opt-out of interest-based advertising delivered by the ONE by AOL advertising services. See Your Choices.

Information We Collect and Receive

We collect and receive information about you and your device when you give it to us directly, when you use our services across your devices, and from certain third-party sources.

Internet Advertising

Our ability to provide free content and services depends on advertising. Some of our ads are displayed based on the page visited, but many of our ads are targeted to you based on your interests and other information we have about you. Learn more about how internet advertising works and your choices.

Your Choices

- You can opt out of receiving interest-based ads from us when you browse the web by visiting the Digital Advertising Alliance's consumer choice page and selecting "AOL Advertising," "BrightRoll," and "Yahoo Inc." If you are a Yahoo registered user, you also must opt out of ads on Yahoo.
- You may control how certain information from your mobile device, including your location, may be collected and used through your device and mobile application permissions.
- AOL services offer Marketing Preferences to control how we communicate offers to AOL registered users.
- You can control the collection and use of AOL Search information.
- AOL registered users can manage their accounts at My Account.
- You can manage some technologies using browser controls.
- Individual products or services may offer additional controls or preferences.

Information Sharing

Oath may share your information in limited circumstances, including when we have your consent to do so or when sharing is necessary to protect Oath or comply with the law. Our agents and contractors may have access to your information, but only to perform services for Oath. We do not sell or rent your personal information to third parties. We may, however, share non-personally identifiable information with select business partners.

How we use your Information

The information we collect and receive is used to provide our Services, to improve our Services, and to offer effective advertising, which helps us keep most of our Services free.

How to Contact Us

Oath Privacy 22000 AOL Way Dulles, VA 20166 privacyquestions@aol.com





Oath (formerly AOL Advertising) is a member of the Network Advertising Initiative and is committed to complying with the Digital Advertising Alliance (DAA) Self-Regulatory Principles for Online Behavioral Advertising.

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Yahoo is now part of Oath, a digital and mobile media company with more than 50 brands globally, and a member of the Verizon family of companies. The way we handle your information hasn't changed, so Yahoo's Privacy Policy still governs when you are on a Yahoo site, using a Yahoo app or interacting with our products, services or technologies. We may share non-personal information with our family companies for purposes such as product improvements, research and analysis, and to help them provide you with more relevant experiences. We will notify you about significant changes in the way we treat your information by sending a notice to the primary email address specified in your Yahoo account or by placing a prominent notice on our site.

Entertainment

Lifestyle

Answers

Groups

Mobile

Welcome to the Yahoo Privacy Center -- take a look around. You'll learn how Yahoo treats your personal information, along with ways to control your preferences and settings. As always, Yahoo is committed to gaining your trust.

What This Privacy Policy Covers

Yahoo takes your privacy seriously. Please read the following to learn more about our privacy policy.

The federal government and technology industry have developed practical tips to help you guard against Internet fraud, secure your computer and protect your personal information.

How Yahoo Uses Your Personal Information

This policy covers how Yahoo treats personal information that Yahoo collects and receives, including information related to your past use of Yahoo products and services. Personal information is information about you that is personally identifiable I ke your name, address, email address, or phone number, and that is not otherwise publicly available.

This privacy policy only applies to Yahoo

This policy does not apply to the practices of companies that Yahoo does not own or control, or to people that Yahoo does not employ or manage. In addition, some companies that Yahoo has acquired have their own, preexisting privacy policies which may be viewed on our affiliates page.

Data Transfer

Your personal information may be transferred to countries other than your own to process and store data in accordance with our Privacy Policy and to provide you with products and services. Some of these countries may not have the same data protection safeguards as the country where you reside. Yahoo may process personal information related to individuals in the EU and may transfer that information from the EU through various compliance mechanisms, including data processing agreements based on the EU Standard Contractual Clauses. By using our products and services, you consent to us transferring your data to these countries. We are committed to ensuring

Personalized Experience

By bringing content and advertising to you that is relevant and tailored to your interests, Yahoo provides a more compelling online experience. Update your content or search preferences, manage your advertising choices, or learn more about relevant advertising.

Links

Yahoo Global Public Policy Blog Register for a Yahoo Account Manage Your Yahoo Account Learn About Account Security Learn About Your Online Safety Learn About Accessibility @ Yahoo your information is protected and apply safeguards in accordance with applicable law.

For more information, please visit our Data Transfer page.

Information Collection & Use

General

Yahoo collects personal information when you register with Yahoo, when you use Yahoo products or services, when you visit Yahoo pages or the pages of certain Yahoo partners, and when you enter promotions or sweepstakes. Yahoo may combine information about you that we have with information we obtain from business partners or other companies.

When you register we ask for information such as your name, email address, birth date, gender, ZIP code, occupation, industry, and personal interests. For some financial products and services we might also ask for your address, Social Security number, and information about your assets. When you register with Yahoo and sign in to our services, you are not anonymous to us.

Yahoo collects information about your transactions with us and with some of our business partners, including information about your use of financial products and services that we offer.

Yahoo analyzes and stores all communications content, including email content from incoming and outgoing email.

Yahoo automatically receives and records information from your computer and browser, including your IP address, Yahoo cookie information, software and hardware attributes, and the page you request.

Yahoo uses information for the following general purposes: to customize the advertising and content you see, fulfill your requests for products and services, improve our services, contact you, conduct research, and provide anonymous reporting for internal and external clients.

Children

With parental permission, a child under age 13 might have a Yahoo Family Account. Visit Children's Privacy & Family Accounts to learn more about children's privacy on Yahoo.

Information Sharing & Disclosure

Yahoo does not rent, sell, or share personal information about you with other people or nonaffiliated companies except to provide products or services you've requested, when we have your permission, or under the following circumstances:

- We provide the information to trusted partners who work on behalf of or with Yahoo under confidentiality agreements. These companies may use your personal information to help Yahoo communicate with you about offers from Yahoo and our marketing partners. However, these companies do not have any independent right to share this information.
- We have a parent's permission to share the information if the user is a child under age 13. See Children's Privacy & Family Accounts for more information about our privacy practices for children under 13.
- We respond to subpoenas, court orders, or legal process (such as law enforcement requests), or to establish or exercise our legal rights or defend against legal claims.

We believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Yahoo's terms of use, or as otherwise required by law.

 We transfer information about you if Yahoo is acquired by or merged with another company. In this event, Yahoo will notify you before information about you is transferred and becomes subject to a different privacy policy.

Yahoo displays targeted advertisements based on personal information. Advertisers (including ad serving companies) may assume that people who interact with, view, or click targeted ads meet the targeting criteria—for example, women ages 18-24 from a particular geographic area.

- Yahoo does not provide any personal information to the advertiser when you interact with or view a targeted ad. However, by interacting with or viewing an ad you are consenting to the possibility that the advertiser will make the assumption that you meet the targeting criteria used to display the ad.
- Yahoo advertisers include financial service providers (such as banks, insurance agents, stock brokers and mortgage lenders) and non-financial companies (such as stores, airlines, and software companies).

Yahoo works with vendors, partners, advertisers, and other service providers in different industries and categories of business. For more information regarding providers of products or services that you've requested please read our detailed reference links.

Cookies & Similar Technologies

Yahoo may set and access Yahoo cookies on your computer. We may also set and access device identifiers which could include IP address, user agent information (browser version, OS type and version), and device provided identifiers. Once you log into Yahoo on your device, Yahoo may recognize your device to provide you with a personalized experience, independent of your device settings. You can control your personalized experience across Yahoo through our Ad Interest Manager. Learn more.

Yahoo lets other companies that show advertisements on some of our pages set and access their cookies on your computer. Other companies' use of their cookies and device identifiers is subject to their own privacy policies, not this one. Advertisers or other companies do not have access to Yahoo's cookies.

Yahoo uses web beacons to access Yahoo cookies inside and outside our network of web sites and in connection with Yahoo products and services.

Your Ability to Edit and Delete Your Account Information and Preferences

You can edit your Yahoo Account Information, including your marketing preferences, at any time. You can also modify information you have provided to Yahoo through the Yahoo products or services you may use.

New categories of marketing communications might be added to the Marketing Preferences page from time to time. Users who visit this page can opt out of receiving future marketing communications from these new categories or they can unsubscribe by following instructions contained in the messages they receive.

We reserve the right to send you certain communications relating to the Yahoo service, such as service announcements, administrative messages and the Yahoo Newsletter, that are considered part of your Yahoo account, without offering you the opportunity to opt out of receiving them.

You can delete your Yahoo account by visiting our Account Deletion page. Please click here to read about information that might possibly remain in our archived records after your account has been deleted.

Confidentiality & Security

We limit access to personal information about you to employees who we believe reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs.

We have physical, electronic, and procedural safeguards that comply with federal regulations to protect personal information about you.

To learn more about security, including the security steps we have taken and security steps you can take, please read Security at Yahoo.

Changes to This Policy

Yahoo may update this policy. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your Yahoo account or by placing a prominent notice on our site.

Questions & Suggestions

If you have questions, suggestions, or wish to make a complaint, please complete a feedback form or you can contact us at:

Yahoo Customer Care - Privacy Policy Issues 701 First Avenue Sunnyvale, CA 94089 (408) 349-5070

If you feel that your inquiry has not been satisfactorily addressed, please click here for information on consumer agencies that may be able to provide you with additional assistance.

Last Updated: June 13, 2017





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Changes to Privacy Policy

As Verizon develops new products and services, deploys new technologies and develops new uses of information, we review and update our privacy policy to reflect these changes. In addition, from time to time we make organizational, stylistic and grammatical changes to present our practices in a way that makes our policy easy to read. The information provided below highlights changes to our Privacy Policy that have been made in the past six months.

June 2017

We updated the privacy policy to include Verizon's recent acquisition of Yahoo and the combination of Yahoo and AOL to form a new company called Oath. Oath consists of over 50 digital and mobile media <u>brands</u> globally. The changes describe how the Verizon, Oath, and Yahoo privacy policies apply. Additional changes were made to update, delete, and clarify language. For example, we removed extraneous language that stated Verizon is not responsible for services and apps provided by others or content on sites to which our site may link.

May 2017

We introduced a supplemental privacy page for the new Verizon Home application.

March 2017

We introduced a supplemental privacy page for Hum services that covers the in-vehicle Hum services (previously found in the full privacy policy) as well as new features of the Hum app. We also added a supplemental privacy policy for the new Appflash application.

February 2017

We updated the privacy policy to add XO Communications and MapQuest to the Verizon family of companies covered by the policy. We included information about additional privacy practices specific to <u>MapQuest</u>. We also updated the VZ Messages app privacy policy, including changing its name to Message+ and describing a new public profile feature present in the app.

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Política de privacidad completa

Proteger la privacidad de nuestros clientes es una prioridad importante de Verizon y estamos comprometidos a mantener sólidas y significativas las medidas de protección de la privacidad. La privacidad de tu información es una responsabilidad de suma importancia, y valoramos la confianza que depositas en nosotros.

Nuestra Política de Privacidad está diseñada para informarte acerca de los datos que recopilamos, cómo los usamos y las opciones que tienes con respecto a ciertos usos de dichos datos. Esta política también describe los derechos de privacidad que tienes conforme a ciertas leyes federales.

Esta política se aplica a los visitantes del sitio web, a los usuarios de las aplicaciones y a los clientes de Verizon en los Estados Unidos. Se aplica a toda la <u>familia de compañías de Verizon</u> y a los productos y servicios que ofrecemos. La familia de compañías de Verizon está integrada por las compañías y las empresas conjuntas controladas por Verizon, incluyendo las compañías telefónicas de Verizon, Verizon Enterprise Solutions, Verizon Wireless, Verizon Online y Oath. Las prácticas de privacidad suplementarias correspondientes a ciertas aplicaciones de Verizon, Hum, go90 y otros servicios están disponibles desde las páginas de la política de privacidad.

Verizon ha adquirido la compañía Yahoo y la combinó con AOL para formar una nueva compañía llamada Oath. Oath consiste en más de 50 marcas móviles y digitales a nivel global, incluyendo HuffPost, Yahoo News, Yahoo Sports, Tumblr y AOL, así como plataformas publicitarias tales como ONE by AOL, BrightRoll y Gemini. Oath y Yahoo tienen sus propias políticas de privacidad. En caso de un conflicto entre la política de privacidad de Verizon y las políticas de privacidad de Oath o de Yahoo, regirá la política de Oath cuando uses un sitio, producto o servicio que se vincule con la política de privacidad de Oath y se aplicará la política de privacidad de Yahoo cuando uses un sitio, servicio o tecnología que se vincule con la política de Yahoo.

Existen otras <u>políticas específicas para los clientes de Verizon Enterprise Solutions</u> que se encuentren fuera de los Estados Unidos. Adicionalmente, ciertos servicios ofrecidos a los consumidores así como los contratos entre Verizon y sus clientes de negocios (tanto de EE.UU. como de otros países) podrían contener términos y condiciones adicionales relacionados con la privacidad, y los mismos podrían ser provistos a ti de otras maneras.

Ver los cambios recientes realizados a la política de privacidad

La información que recopilamos y cómo se usa

Recopilamos información cuando te comunicas con nosotros y cuando usas nuestros productos, servicios y sitios web. Esto incluye la información que nos proporcionas tal como tu nombre e información de contacto, imágenes, grabaciones de voz o



impresión vocal, la razón por la cual nos contactas, tu número de licencia de conducir, tu Número de Seguro Social y la información de pago. La información que recopilamos sobre el uso del servicio y el aparato incluye registros de llamadas, sitios web visitados, ubicación móvil, el uso de aplicaciones y funciones, datos sobre la red y el aparato incluyendo duración de la batería y aplicaciones en tu aparato, identificadores y datos específicos sobre productos y aparatos, las opciones de servicio que escoges, números de móviles y aparatos, streaming y paquetes de videos y el uso de los mismos, datos sobre alquiler y compra de películas, programas de televisión y otros tipos de videos que miras y otra información similar.

Utilizamos esta información para establecer, monitorear y mantener tu cuenta y tus registros de facturación; medir el riesgo de crédito y de pago; prestar servicios relacionados con la cuenta; brindarte y mantener tus productos y servicios, ayudarte con cuestiones o preguntas relacionadas con el servicio; administrar nuestras redes, servicios y usuarios y protegerlos contra usos fraudulentos, abusivos o ilícitos; ayudarnos a mejorar nuestros servicios e investigar y desarrollar nuevos productos y servicios; autenticarte como cliente; determinar tu elegibilidad para adquirir nuevos productos y servicios y comunicarnos contigo con ofertas de mercadeo.

Cuando te comunicas con nosotros o cuando nosotros nos comunicamos contigo, podríamos monitorear o grabar dicha comunicación, o bien guardar un registro de la transacción para ayudarnos a capacitar a nuestros empleados y brindarte un mejor servicio.

Podríamos medir y monitorear automáticamente el rendimiento de la red y el rendimiento de tus conexiones para mejorar tus niveles de servicio y productos, o los nuestros. Si te comunicas con nosotros para obtener ayuda sobre el servicio, es posible que también accedamos a información de las configuraciones de tu computadora, aparato móvil u otro aparato para proporcionarte asistencia técnica personalizada o instalar aplicaciones o servicios específicos que uses o que sean necesarios para usar las aplicaciones o los servicios.

La información sobre tu uso de los productos y servicios de Verizon puede ser agrupada o "desidentificada" (con la eliminación de toda la información personal), para fines comerciales o de mercadeo, por nosotros o por terceros. Por ejemplo, los datos agrupados o "desidentificados" podrían usarse para mejorar nuestros servicios, medir y analizar el uso de los servicios y para ayudar a que los servicios y la publicidad sean más relevantes para ti. Puedes optar por excluirte de algunos de estos usos, por ejemplo, de los programas de Publicidad móvil relevante y Perspectivas de negocios y mercadeo de Verizon que se mencionan más abajo.

Cuando creas una cuenta a través de internet o te registras en nuestros sitios o aplicaciones, podemos recopilar información sobre tu identificación de usuario, tu contraseña y tus preguntas y respuestas secretas. Usamos esta información para autenticarte cada vez que ingresas a tu cuenta.

Verizon obtendrá tu consentimiento afirmativo antes de que usemos la información que hayamos recopilado, en el curso de la prestación de los servicios de acceso a internet de banda ancha, sobre tus visitas a través del tiempo a distintos sitios web que no sean de Verizon, para adecuar los anuncios a tus intereses específicos. Uno de estos programas es <u>Verizon Selects</u>.

Información provista a nosotros por terceros

Es posible que, cuando compres productos o nos solicites un servicio, pidamos información de tu crédito a agencias de informes crediticios externas para ayudarnos a autenticar tu información de cliente y a tomar decisiones relacionadas con tu crédito. Si alquilas tu residencia, es posible que tengamos información sobre cómo comunicarnos con el propietario y si es necesario tener autorización del propietario para instalar nuestros servicios.

Verizon obtiene información de compañías externas tales como aquellas que recopilan información sobre los consumidores, incluyendo datos demográficos y otros datos de interés. Algunos ejemplos de esta información incluyen: género, rango de edad,

educación, preferencias deportivas, restaurantes más frecuentados o propietario de mascota. Usamos estos datos y los combinamos con otra información que tenemos sobre ti para ayudarnos a predecir tus preferencias, para enviarte ofertas de mercadeo que podrían ser más relevantes para ti y para ayudarnos a analizar mejor la información de nuestros cliente para fines de modelado del negocio.

Cuando usas tus credenciales de medios sociales para iniciar sesión o interactuar con un sitio u oferta de Verizon, es posible que recopilemos información sobre tu perfil de ese medio social, como tus intereses, gustos y lista de amigos. Usamos esta información, por ejemplo, para personalizar tu experiencia y las comunicaciones de mercadeo de Verizon, para mejorar nuestros servicios y para brindarte una mejor atención. Puedes controlar cómo se comparten tus datos a través de las opciones disponibles en tus cuentas de medios sociales.

También obtenemos información de contacto y otra información de mercadeo de terceros, de las opciones "refiere a un amigo" de los sitios web o de plataformas de medios sociales y podríamos combinarlas con la información que tenemos para comunicarnos contigo o para enviarte ofertas de mercadeo de Verizon.

Información recopilada en sitios web y aplicaciones de Verizon

Cuando utilizas los sitios web y las aplicaciones de Verizon, se recopila información sobre tu aparato y tu visita incluyendo las actividades de navegación, búsqueda y compra mientras interactúas con nuestros sitios y aplicaciones; dirección IP; teléfono móvil, números e identificadores del aparato; información de la cuenta; la dirección web de los sitios que visitas inmediatamente antes y después de visitar el nuestro; e información acerca de tu conexión como el navegador, el sistema operativo, el tipo de plataforma y la velocidad de conexión a internet de tu aparato. Usamos esta información para realizar mediciones de operación y rendimiento y para otros fines comerciales; y para ayudarnos a brindar mensajes de mercadeo de Verizon más relevantes en nuestros sitios web, en sitios web que no sean de Verizon, a través de nuestros representantes, por correo electrónico o por medio de otros servicios o aparatos de Verizon. También usamos esta información para adaptar los contenidos que ves, administrar la frecuencia con la que ves un anuncio, adecuar los anuncios para que se ajusten mejor a tus intereses y comprender la efectividad de nuestra publicidad. Es posible que también utilicemos esta información para evaluar la efectividad de nuestros sitios, y para ayudarte en el caso de que nos solicites asistencia con problemas en la navegación de nuestros sitios. En las <u>políticas de privacidad de Oath</u> y de Yahoo encontrarás información adicional sobre los datos recopilados por Oath en los sitios web, aplicaciones y servicios.

Es posible que algunos proveedores de Verizon agreguen y lean <u>cookies</u> en nuestros sitios para ayudarnos a brindar mensajes de mercadeo de Verizon, tanto en nuestros sitios como en sitios que no sean de Verizon. Les exigimos a estos proveedores que les brinden a los consumidores la posibilidad de optar por impedir el uso de la información para estos fines. De conformidad con <u>normas de autorregulación del sector</u>, deberías ver este ícono <u>entro o cerca de los anuncios de</u> Verizon que son publicados en otros sitios usando información recopilada en nuestros sitios. Al hacer clic en este ícono, aparece información sobre las compañías y las prácticas de datos que se emplearon para publicar el anuncio y también aparece una descripción de cómo cancelar tu inclusión en este tipo de programas de anuncios. Puedes encontrar información adicional sobre las opciones que tienes con respecto al uso de información con fines publicitarios en la sección <u>Cómo limitar la manera en que compartimos y usamos tu información</u>, más abajo. <u>Ver información sobre "cookies" y tecnologías relacionadas</u>

Información que nos proporcionas

Cuando te comunicas con nosotros para solicitar información, o cuando participas en un concurso, sorteo o promoción patrocinado por, o afiliado con, Verizon, podríamos usar la información que nos proporcionas para enviarte información acerca de los servicios, programas y productos de Verizon. Ciertas promociones podrían requerir que revelemos información tal como los ganadores del concurso o que brindemos información relacionada con la entrega del premio, y según lo exigido por la ley o permitido por las reglas oficiales de la promoción. La información que proporcionas en nuestros sitios web sobre tu ubicación preferida y otras preferencias puede ser usada para recomendarte productos, servicios y ofertas especiales más específicos.

Si nos proporcionas información en el contexto de un evento o promoción patrocinado por Verizon junto con otra organización, o si visitas un sitio copatrocinado o utilizas un servicio copatrocinado, también podrías estar proporcionando información al copatrocinador. Deberías consultar la política de privacidad de dicho copatrocinador para obtener información sobre sus prácticas, que pueden ser diferentes a las de Verizon.

También recopilamos información sobre ti cuando participas en encuestas o nos brindas tus opiniones sobre nuestros productos o servicios, cuando te registras para recibir noticias o actualizaciones sobre políticas públicas, o cuando envías una solicitud de empleo o beca a Verizon. Utilizamos esta información sólo para el propósito para el cual nos la proporcionaste.

Verizon puede enviarte correos electrónicos para informarte sobre tu cuenta o sobre productos, servicios, ofertas de mercadeo o promociones que podrían interesarte. Cuando abres un correo electrónico o haces clic en un enlace de un correo electrónico de Verizon, podemos recopilar y guardar información para enviarte comunicados futuros que podrían ser de tu interés. Ten en cuenta que Verizon nunca te solicitará que nos envíes, por correo electrónico, información confidencial personal o de tu cuenta.

Información adicional para clientes de Verizon WirelessVerizon Wireless incluye un <u>identificador único</u> en determinado tráfico de internet de tu aparato móvil. El identificador se emplea para ayudar a mostrar anuncios publicitarios relevantes y para prestar otros servicios tales como la autenticación de aparatos en la red. Si optas por excluirte del programa Publicidad móvil relevante y no te has inscripto en Verizon Selects, o si activas ciertos tipos de líneas que no son elegibles para participar en nuestros programas de publicidad, Verizon Wireless dejará de insertar el <u>Encabezado de identificador único (UIDH, por sus siglas en inglés)</u>. El identificador continuará apareciendo por un breve período de tiempo mientras actualizamos nuestros sistemas.

Verizon Wireless recopila y usa datos sobre la ubicación de los aparatos móviles para una variedad de fines, por ejemplo, para brindar nuestros servicios de data y voz móviles, para prestar servicios de emergencia y para ofrecer aplicaciones y servicios basados en la ubicación, tanto nuestros como de terceros, incluyendo navegación, clima, mapas y aplicaciones o herramientas para la seguridad de los niños. Las aplicaciones de Verizon que usan información sobre la ubicación ofrecen opciones con respecto al uso de dicha información.

El aparato móvil de Verizon podría incluir un software del sistema que usamos para que nos ayude a recopilar información de diagnóstico con el fin de monitorear el rendimiento de la red y el rendimiento de tus conexiones. Un software similar provisto por Verizon permite la instalación automática de aplicaciones cuando actives tu aparato y con tu consentimiento en ocasiones posteriores. Este software puede usarse, por ejemplo, para instalar una aplicación que solicites o para abrir una aplicación o tu navegador en una página específica cuando interactúas con un sistema de respuesta de voz o un anuncio. Este software recopila información sobre las acciones que realiza, incluyendo información sobre cuándo una aplicación o navegador se abre por primera vez o sobre cuándo se desinstala. Puedes eliminar o desactivar las aplicaciones instaladas por este software en cualquier momento.

Verizon Wireless no publica directorios de los números telefónicos móviles de nuestros clientes, y no los proporcionamos ni los ponemos a disposición de terceros para que figuren en directorios, a menos que nos solicites que lo hagamos.

Información sobre la Ley de Cable

En la medida en que la Sección 631 de la Ley de Comunicaciones de 1934, y enmiendas, (la "Ley de Cable") se aplique a los servicios que compres, te otorga el derecho de saber qué información de identificación personal recopila un proveedor de servicios de cable. Esto incluye la naturaleza del uso y divulgación de esta información y con quiénes puede compartirse, cuánto tiempo se mantiene la información de identificación personal y cómo pueden acceder a ella los suscriptores. Además, la Ley de Cable impone límites a la recopilación y divulgación de información personal y otorga a los suscriptores la capacidad de hacer valer sus derechos de privacidad. (La información de identificación personal no incluye información general que no identifique a una persona determinada).

La Ley de Cable permite a un proveedor usar su sistema de cable para recopilar información de identificación personal necesaria para prestar un servicio de cable u otros servicios provistos a los suscriptores y para detectar y evitar el acceso no autorizado a los servicios. Otra información de identificación personal puede ser recopilada con el consentimiento previo del suscriptor. La información de identificación personal puede usarse o divulgarse sin el consentimiento del suscriptor cuando sea necesaria para la prestación de los servicios y para realizar actividades comerciales legítimas relacionadas con los servicios provistos.

De conformidad con las leyes, se nos puede exigir que divulguemos información de identificación personal a una entidad del gobierno para cumplir con procesos legales válidos, como por ejemplo, órdenes de comparecencia, órdenes judiciales o citatorios, pero no divulgaremos registros que revelen tus selecciones de programación de video a menos que recibamos una orden judicial que indique que tal entidad gubernamental ha demostrado específicamente la relevancia y que tuviste oportunidad de responder a dicha orden. Es posible que se nos exija la divulgación de información de identificación personal (incluyendo tus selecciones de programación de video) a una entidad no gubernamental para cumplir con una orden judicial, después de que hayas sido notificado.

Si consideras que tus derechos de privacidad han sido violados, <u>envíanos un correo electrónico y</u> trabajaremos contigo para aclarar tus inquietudes. Si consideras que has sido perjudicado como resultado de una contravención de la Ley de Cable, puedes hacer cumplir las limitaciones impuestas por la Ley de Cable a través de una demanda civil, ante una corte del distrito de los Estados Unidos, por daños, honorarios de abogados y costos de litigación. También podrías disponer de otros derechos y reparaciones legales conforme a las leyes federales u otras leyes aplicables.

La Ley de cable permite la divulgación de nombres y direcciones de clientes siempre y cuando el suscriptor haya tenido la oportunidad de prohibir o limitar esta divulgación y en tanto dicha divulgación no revele, directa o indirectamente, lo que ve el suscriptor u otros usos del servicio de cable u otros servicios provistos. Si tenemos intención de compartir información de este modo, te ofreceremos la oportunidad de prohibir o limitar dicha acción.

Programas de publicidad y perspectivas

El programa de Publicidad móvil relevante de Verizon Wireless ayuda a que el mercadeo que veas sea más personalizado y útil para ti en todos los aparatos y servicios que uses. Este programa comparte información con Oath (compañía formada por la combinación

de AOL y de Yahoo).

El programa de Publicidad móvil relevante usa tu dirección postal y tu email; cierta información acerca de tus productos y servicios de Verizon Wireless tales como el tipo de aparato que tienes; y categorías demográficas y de interés que tú proporcionas o que nosotros obtenemos de otras compañías tales como género, rango de edad e intereses (es decir, preferencias deportivas, restaurantes más frecuentados o propietario de mascota). Esta información podría combinarse con la información recopilada por los servicios de publicidad de Oath en los

Publicidad móvil relevante

aparatos que usas para acceder a los servicios de Oath y visitar sitios web y aplicaciones de terceros que incluyan los servicios de publicidad de Oath (tales como navegación por internet, uso de aplicaciones y ubicación), así como información que obtenemos de socios y anunciantes externos. El programa de publicidad usa identificadores por internet y en los aparatos, como cookies en el navegador, identificaciones de publicidad de Apple y Google, y uno creado por Verizon, conocido como Encabezado de identificador <u>único o UIDH</u>.

No compartimos información que te identifique personalmente

fuera de Verizon como parte de este programa, salvo con los proveedores y socios que trabajan con nosotros. Les exigimos a estos proveedores y socios que protejan la información y que la usen solamente para los servicios que nos brindan. Tienes la opción de decidir si <u>deseas</u> participar en este programa.

Verizon Wireless utiliza cierta información sobre sus clientes para generar perspectivas generales de negocios y mercadeo. El programa utiliza información sobre cómo usas tu aparato móvil, como por ejemplo, navegación por internet, las aplicaciones y

funciones que usas y la ubicación de tu aparato, así como cierta información sobre tus productos y servicios de Verizon (tales como tipo de aparato y cantidad de uso) y categorías demográficas y de interés que tú proporcionas o que nosotros obtenemos de otras compañías (tales como género, rango de edad e intereses). También podemos usar información proporcionada por clientes comerciales y de mercadeo que deseen que desarrollemos perspectivas generales sobre sus propios clientes. Combinamos esta información de manera tal que no te identifique a ti personalmente y la usamos para preparar

Perspectivas de negocios y mercadeo

perspectivas generales de negocios y mercadeo que podríamos usar nosotros mismos o compartir con terceros para su uso. También podemos compartir con terceros información sobre ubicación de manera tal que no te identifique a ti personalmente para que dichos terceros generen informes generales comerciales y de mercadeo. Tienes la opción de decidir si deseas que tu información aparezca incluida en estos informes.

El programa de Publicidad relevante en internet ayuda a que los anuncios que ves en internet sean más interesantes y útiles usando

la dirección postal que tenemos de ti; cierta información sobre tus productos y servicios de Verizon - tales como paquetes de servicios, compras de Fios TV y categorías de audiencia; e información demográfica y de interés que nos proveen otras compañías tales como género, rango de edad, preferencias deportivas, restaurantes más frecuentados o propietario de mascota. Esta información se utiliza para predecir si te encuentras dentro de una audiencia que un anunciante desea alcanzar. No compartimos información que te identifique personalmente como parte de estos programas,

Publicidad relevante en internet

salvo con los proveedores y socios que trabajan con nosotros. Les exigimos a estos proveedores y socios que protejan la información y que la usen solamente para los servicios que nos brindan. Tienes la opción de decidir si deseas participar en este programa.

El programa de Publicidad de TV de interés de Verizon ayuda a que los anuncios de Fios TV que ves sean más interesantes y útiles usando la dirección postal que tenemos de ti; cierta información sobre tus productos y servicios de Verizon (tales como paquetes de servicios comprados, compras de video ondemand y datos de audiencia del

Publicidad de TV de interés

programa; e información demográfica y de interés que tú proporcionas o que nosotros obtenemos de otras compañías tales como género, tamaño de la familia y dueño de automóvil de lujo. Los anuncios pueden aparecer en diversas plataformas donde los clientes de Fios TV pueden acceder a contenido en videos. No compartimos información que te identifique personalmente como parte de estos programas, salvo con los proveedores y socios que trabajan con nosotros. Les exigimos a estos proveedores y socios que protejan la información y que la usen solamente para los servicios

que nos brindan. <u>Puedes elegir</u> <u>si deseas</u> recibir este tipo de publicidad y puedes optar por excluirte <u>en internet</u>.

Información adicional sobre los servicios de AOL

Oath consiste en más de 50 marcas móviles y digitales a nivel global, incluyendo HuffPost, Yahoo News, Yahoo Sports, Tumblr y AOL, así como plataformas publicitarias tales como ONE by AOL, BrightRoll y Gemini. Muchos de los servicios gratuitos provistos por las marcas de Oath se financian con los anuncios que aparecen publicados en dichos servicios. Las plataformas publicitarias de Oath también prestan una variedad de servicios de publicidad en internet que colocan anuncios de otras compañías en todos los sitios, servicios y aparatos que utilizas.

Encontrarás información adicional acerca de la recopilación y el uso de la información que se obtiene de los aparatos que usas para acceder o conectarte a los sitios, productos y servicios de Oath en la Política de privacidad de Oath para los sitios web, servicios y software que se vinculen con dicha política. Asimismo, la Política de privacidad de Yahoo proporciona detalles sobre la recopilación y el uso de la información que se obtiene de los aparatos que usas para acceder o conectarte a los sitios web, servicios y tecnologías de Yahoo que se vinculen con la política de Yahoo. Estas políticas también describen la recopilación y el uso de información de las plataformas publicitarias de Oath y tus opciones relacionadas con dicho uso.

En caso de existir un conflicto entre la política de privacidad de Verizon y las políticas de privacidad de Oath o de Yahoo, regirá la política de Oath cuando uses un sitio, producto o servicio que se vincule con la política de privacidad de Oath y se aplicará la política de privacidad de Yahoo cuando uses un sitio, servicio o tecnología que se vincule con la política de Yahoo.

La información que compartimos

Información compartida dentro de la familia de compañías de Verizon:

Verizon comparte la información de los clientes dentro de nuestra familia de compañías para una variedad de propósitos, por ejemplo, para brindarte las últimas novedades sobre nuestros productos y servicios y para ofrecerte nuestras promociones más recientes. Puedes limitar la distribución de ciertos tipos de información del cliente, conocida como Información de la red de propiedad exclusiva del cliente o CPNI, por sus siglas en inglés, dentro de la familia de compañías de Verizon para que te enviemos ofertas de servicios diferentes a tus servicios actuales.

La Información de la red de propiedad exclusiva del cliente (CPNI) es aquella que se relaciona con el tipo, la cantidad, el destino, la configuración técnica, la ubicación, la cantidad de uso y la información de facturación de tus servicios de telecomunicaciones o servicios interconectados de Voz sobre Protocolo de Internet (VoIP). Las leyes federales rigen la manera en la cual usamos y compartimos la CPNI.

Información compartida fuera de la familia de compañías de Verizon:

Excepto por lo explicado en esta Política de privacidad, en las políticas de privacidad de servicios específicos, o en los acuerdos con nuestros clientes, Verizon no vende, comparte ni otorga licencias sobre aquella información que identifique individualmente a nuestros clientes, a las personas que utilizan nuestras redes o a los visitantes del sitio web con terceros que no formen parte de la

familia de compañías de Verizon y que no estén realizando trabajos en nombre de Verizon, sin el consentimiento de la persona cuya información se compartirá.

Verizon utiliza proveedores y socios para una variedad de propósitos comerciales, como por ejemplo, para ayudarnos a ofrecer, prestar, reparar, restablecer y facturar los servicios que proporcionamos. Compartimos información con dichos proveedores y socios en la medida necesaria para que puedan realizar sus tareas en nuestro nombre. Por ejemplo, podríamos proporcionar la información de tu tarjeta de crédito y dirección de facturación a nuestra compañía de procesamiento de pagos, sólo con el fin de procesar el pago de una transacción que hayas solicitado. Les exigimos a estos proveedores y socios que protejan la información de los clientes que les proporcionamos y que limiten su uso de los datos de clientes de Verizon a los fines para los cuales les fueron proporcionados. No autorizamos a estos tipos de proveedores y socios a utilizar esta información para sus propios fines de mercadeo.

Según se describe en más detalle en otras secciones de esta política, es posible que Verizon también comparta cierta información con compañías externas, por ejemplo, para ayudarnos en la producción de campañas publicitarias, o para preparar y compartir informes globales. Esta información no identifica a los clientes de Verizon individualmente.

Verizon proporciona nombres, direcciones y números telefónicos de clientes de telefonía fija a los servicios editoriales de directorios y servicios de información, a menos que se haya solicitado que un número telefónico no sea publicado o listado.

Es posible que en determinadas circunstancias revelemos información que identifique individualmente a nuestros clientes o a sus aparatos, por ejemplo:

- para cumplir con procesos legales válidos, incluyendo citaciones, órdenes judiciales u órdenes de allanamiento, y en otros casos que la ley lo requiera; en casos en que exista peligro de muerte o daños físicos severos de alguna persona, u otro tipo de <u>emergencias</u>;
- para proteger nuestros derechos o propiedad, o la seguridad de nuestros clientes o empleados;
- para proteger contra el uso o suscripción fraudulentos, maliciosos, abusivos, no autorizados o ilegales de nuestros productos y servicios, y para proteger nuestra red, servicios, aparatos y usuarios de dicho uso;
- para promover o defendernos de querellas o reclamaciones legales, en la corte, en procedimientos administrativos y en cualquier otro ámbito;
- para proporcionársela a agencias de crédito o de cobro para determinar el riesgo crediticio, para fines informativos o para obtener el pago de productos y servicios facturados por Verizon;
- para proporcionársela a terceros a los que hayas autorizado a verificar la información de tu cuenta;
- para proporcionársela a auditores y reguladores externos, o;
- cuando contemos con tu consentimiento.

Cuando compras servicios ofrecidos de manera conjunta por Verizon y uno de nuestros socios, es posible que tanto Verizon como nuestro socio, que proporciona el servicio, reciban tu información de cliente. Con respecto a estos servicios ofrecidos de manera conjunta, también deberías revisar las políticas de privacidad de la compañía asociada, que podría incluir prácticas diferentes a las que aquí se describen.

Si Verizon llevara a cabo una operación de fusión, adquisición o venta de la totalidad o una parte de sus bienes o negocio, la información del cliente también será transferida como parte de dicha operación o en relación con la misma.

Información proporcionada a, o usada por, entidades publicitarias externas o redes sociales Podrías ver anuncios de terceros en algunos sitios web, servicios, aplicaciones y aparatos de Verizon. Algunos anuncios son elegidos por compañías que operan en nuestros sitios y en otros sitios (por ejemplo, servidores de publicidad, redes de publicidad o plataformas de tecnología) para colocar anuncios en nombre de los anunciantes. Estas compañías podrían colocar y acceder a cookies en tu aparato para recopilar información sobre los sitios web que visitas, incluidos los nuestros, y podrían obtener identificadores de publicidad del sistema operativo móvil de tu aparato para conocer sobre tu uso de las aplicaciones, incluidas las nuestras. La información que recopilan de nuestros sitios y aplicaciones no te identifica personalmente y podría combinarse con datos similares que obtienen de otros sitios web y aplicaciones para ayudar a los anunciantes a llegar mejor a las audiencias a las que desean dirigirse. Esto lo pueden lograr adecuando la publicidad según los intereses que infieren a partir de tus interacciones en nuestros sitios y aplicaciones y servicios donde estas compañías también están presentes. Los servicios de publicidad de Oath como ONE by Aol, BrightRoll y Gemini también prestan estos tipos de servicios a anunciantes; encontrarás más información en las políticas de privacidad de Oath y de Yahoo.

Si decides interactuar con anunciantes específicos que publican sus anuncios en nuestras aplicaciones, sitios o servicios, la información que les proporciones estará sujeta a las condiciones de sus políticas de privacidad específicas.

La publicidad adaptada según predicciones generadas por tus visitas a través del tiempo y en diferentes sitios web a veces se denomina publicidad "basada en comportamientos en internet" o "basada en los intereses." De conformidad con <u>normas de</u> <u>autorregulación del sector</u>, les exigimos a las compañías que revelen cuando estén usando programas de publicidad basada en comportamientos en internet para colocar anuncios de terceros en nuestros sitios o cuando estén recopilando información acerca de tu visita a nuestros sitios para dichos fines y que les brinden a los consumidores la posibilidad de optar por no permitir este uso de su información. Verás el ícono en o cerca de los anuncios de terceros que sean colocados en nuestros sitios usando programas de publicidad basada en el comportamiento. Al hacer clic en este ícono, aparecerá información adicional sobre las compañías y las prácticas de datos que se emplearon para publicar el anuncio y también verás información sobre cómo puedes cancelar tu inclusión en este tipo de programas de anuncios. Puedes encontrar información sobre publicidad basada en comportamientos más abajo. Lee más información sobre publicidad basada en comportamientos en internet. Ten en cuenta que Verizon no tiene control ni puede acceder a la información de las cookies instaladas en tu computadora por servidores o redes de publicidad ni por otros anunciantes.

Asimismo, la publicidad puede adaptarse en función de las predicciones desarrolladas a partir de tu uso de las aplicaciones y también se aplican los principios autorreguladores de la industria. Este tipo de publicidad implica el uso de identificadores de publicidad del aparato. Ver información sobre cómo excluirte de este uso de tu identificador de publicidad del aparato.

Ver información sobre "cookies" y tecnologías relacionadas

También podemos permitirles a los anunciantes que publican en nuestros sitios, aplicaciones y servicios colocar anuncios basados en cierta información que tenemos sobre tus productos y servicios de Verizon, así como en datos geográficos y demográficos. La información empleada para este propósito no te identifica individualmente.

Los sitios web y servicios de Verizon pueden incluir plug-ins y widgets de redes sociales o de otros terceros que podrían suministrar información a sus redes sociales o terceros asociados acerca de tus interacciones con las páginas de Verizon que visites o los servicios que uses, aun cuando no hagas clic ni interactúes de otra manera con dicho plug-in o widget. <u>Ver información sobre "cookies" y tecnologías relacionadas.</u>

Cómo limitar la manera en que compartimos y usamos tu información.

Existen opciones en cuanto a la manera en que Verizon puede compartir y usar tu información.

Información de la red de propiedad exclusiva del cliente (CPNI) Los clientes de los servicios de telecomunicaciones y VoIP de Verizon pueden optar por limitar la manera en que la CPNI se usa y se comparte con el fin de que Verizon te envíe ofertas de servicios diferentes a los servicios que tienes actualmente. Podríamos notificarte sobre la manera en que usamos y compartimos la CPNI, y sobre las opciones que tienes al respecto, a través de tu factura mensual, por teléfono, por mensaje de texto, en contratos o por otros medios.

Los consumidores y ciertos clientes de negocios de Verizon Wireline pueden optar por excluirse llamando al 1-866-483-9700. Los consumidores y ciertos clientes de negocios de Verizon Wireless pueden llamar al 1-800-333-9956. Otros clientes pueden retirar o rehusarse a dar su consentimiento para el uso de la CPNI siguiendo las instrucciones que figuran en la notificación de Verizon donde se solicita dicho consentimiento.

Ver notificaciones relacionadas con la CPNI para Verizon Wireline y Verizon Wireless

Telemercadeo

Las leyes federales de "No llamar" te permiten incluir tus números de teléfono en el Registro nacional "No llamar" para evitar que esos números reciban llamadas de telemercadeo. Para agregar tus números a esta lista, llama al 1-888-382-1222 o visita el Registro nacional "No llamar".

La mayoría de las leyes de telemercadeo les permiten a las compañías contactarse con sus propios clientes sin consultar la lista federal o estatal de "No llamar". Si deseas que te eliminen de la lista de telemercadeo residencial de Verizon, llámanos al 1-800-VERIZON. Si deseas que te eliminen de la lista de telemercadeo de Verizon Wireless, llámanos al 1-800-922-0204. Deberás esperar 30 días a partir de que nos llames para que tu número de teléfono quede eliminado de todos los programas de ventas que estén actualmente en curso.

Mercadeo por correo electrónico, mensajes de texto, correo postal y puerta a puerta

Los correos electrónicos de mercadeo que recibes de Verizon incluyen una opción para cancelar la suscripción (generalmente ubicada al final del correo electrónico) la cual puedes usar para dejar de recibir futuros correos electrónicos de mercadeo.

Puedes optar por dejar de recibir correo postal con fines de mercadeo o impedir ofertas de mercadeo puerta a puerta de Verizon llamando al 1-800-VERIZON. Puedes optar por dejar de recibir correo postal con fines de mercadeo o impedir que te lleguen mensajes de texto de mercadeo de Verizon Wireless llamando al 1-800-922-0204. Puedes optar por dejar de recibir correo postal con fines de mercadeo o impedir que te lleguen mensajes de texto de mercadeo de verizon Vehicle llamando al 1-800-711-5800. Los mensajes de texto de mercadeo de Verizon también incluyen una función para cancelar la suscripción, que puedes usar para dejar de recibir mensajes de texto de mercadeo de nuestra parte. Ten en cuenta que Verizon puede usar servicios de correo masivo para algunas correspondencias con fines de mercadeo. Estos servicios entregan ofertas en todos los hogares de un barrio o código postal. Este tipo de correo postal continuará aun cuando optes por dejar de recibir correo postal con fines de mercadeo de Verizon.

Información utilizada para publicidad por internet

EExisten opciones en cuanto al uso de cierta información recopilada en los sitios web, incluyendo los de Verizon, para adaptar la publicidad en base a predicciones generadas por tus visitas a través del tiempo y en distintos sitios web y aplicaciones. Cuando veas este ícono piero en o cerca de un anuncio, puedes hacer clic en el ícono para ver información adicional sobre las compañías y las prácticas de datos que se emplearon para publicar el anuncio y también verás una descripción de cómo cancelar tu inclusión en este tipo de programas de anuncios. También puedes visitar la página de <u>opciones del consumidor de Digital Advertising</u> <u>Alliance</u> para obtener más información o limitar la recopilación de información por dichas partes. De igual modo, muchos aparatos móviles ofrecen controles que puedes configurar para limitar el uso de la información recopilada a través de las aplicaciones móviles instaladas en tu aparato para fines publicitarios. Los servicios de publicidad de Oath, como ONE by AOL, BrightRoll y Gemini, también prestan estos tipos de servicios a anunciantes; encontrarás más información en las políticas de privacidad de Oath y de Yahoo.

Ten en cuenta que muchas funciones de exclusión utilizan cookies del navegador o controles del aparato y son específicas del aparato y del navegador que estés usando. Si compras una computadora nueva, cambias los navegadores de internet o los aparatos o eliminas las cookies de tu computadora, es posible que necesites optar por excluirte nuevamente. Además, los anuncios que recibes podrían estar adaptados usando otras técnicas, como por ejemplo, publicidad dirigida habilitada para navegadores, aparatos o editores. Debes leer las políticas de privacidad de los productos, sitios, aplicaciones y servicios que usas para obtener más información acerca de dichas técnicas y tus opciones.

También puedes limitar la recopilación de cierta información de los sitios web borrando o deshabilitando las cookies. Los navegadores de internet de la mayoría de las computadoras te permiten borrar las cookies almacenadas, bloquear todas las cookies o recibir una advertencia antes de que se almacene una cookie. Si deshabilitas las cookies, es posible que no puedas usar funciones específicas en nuestros sitios y en otros sitios web, como por ejemplo, solicitar productos o servicios y mantener una cuenta en internet. Ver información sobre "cookies" y tecnologías relacionadas.

Programas de publicidad:

- Los clientes de Verizon Wireless pueden optar por excluirse del programa de Publicidad móvil relevante siguiendo las instrucciones detalladas en esta política o llamándonos al 1-866-211-0874.
- Los clientes del servicio de acceso a internet de banda ancha de Verizon pueden optar por excluirse del programa de Publicidad relevante en internet que se describe más arriba <u>siguiendo estas instrucciones</u>.
- Los clientes pueden optar por excluirse del programa de Publicidad de TV de interés de Verizon <u>siguiendo estas</u> instrucciones
- Si deseas excluirte por internet, necesitarás la identificación de usuario y contraseña de tu cuenta. Igualmente, ten en cuenta que recibirás anuncios ya sea que participes o no en estos programas, pero si participas en dichos programas, es posible que los anuncios sean más personalizados y útiles para ti.

Perspectivas de negocios y mercadeo

Los clientes de Verizon Wireless pueden optar por solicitar que su información no se incluya en la creación de perspectivas generales de negocios y mercadeo las cuales no identifican específicamente a ningún cliente en forma individual. Puedes excluirte llamando al 1-866-211-0874 o visitando <u>la página de tus opciones de privacidad en My Verizon</u>. Recuerda que si tienes una cuenta de múltiples líneas, debes indicar tu opción de excluirte para cada línea. Si agregas una línea o cambias un número de teléfono tendrás que actualizar tus opciones de privacidad.

Opciones de AOL

Puedes visitar las políticas de privacidad de Oath y de Yahoo para obtener más información sobre las opciones que tienes con respecto al uso, por parte de las marcas de Oath, de la información que se obtiene de los aparatos que uses.

Trabajar juntos para proteger a los niños.

Verizon reconoce que los proveedores de servicio de internet deben estar alerta con respecto a la protección de la seguridad y privacidad de los niños en internet. No comercializamos ni solicitamos información personal deliberadamente a niños menores de 13 años, sin obtener el previo consentimiento verificable de sus padres.

Para obtener más información acerca de las prácticas de información de AOL respecto de niños menores de 13 años, lee la <u>Nota</u> <u>importante de AOL dirigida a los padres</u>. Para obtener más información sobre las prácticas de Yahoo respecto de niños menores de 13 años, visita la política de Privacidad para niños y Cuentas Familiares de Yahoo.

Si tienes una queja sobre pornografía infantil, el reclutamiento de niños para actividades sexuales, o cualquier otra actividad ilegal o inapropiada que involucre a niños en un servicio de Verizon, infórmanos al respecto <u>enviándonos un correo electrónico</u>. Incluye

las palabras "child porn" en el asunto de tu correo electrónico. También puedes hacer la denuncia directamente al Centro Nacional para Menores Desaparecidos o Explotados a través de <u>CyberTipline</u>.

Encontrarás más recursos e información sobre la seguridad en internet en:

- <u>http://www.netsmartz.org/</u>
- <u>http://www.wiredsafety.org/</u>
- <u>http://www.onguardonline.gov/</u>
- <u>http://www.commonsensemedia.org/</u>
- <u>http://www.stopbullying.gov/</u>
- http://www.cyberbullying.us/
- <u>http://www.connectsafely.org/</u>
- <u>http://www.accreditedschoolsonline.org/bullying-awareness-guidebook/</u>

Obtén más información sobre consejos y recursos para la seguridad en internet

Seguridad de la información y conservación de datos

Verizon emplea medidas de protección técnicas, administrativas y físicas para ayudar a protegerse contra el acceso, uso o divulgación no autorizados de la información de clientes que recopilamos o almacenamos, incluyendo los números de seguro social. Los empleados son capacitados sobre la importancia de proteger la privacidad y sobre el acceso, el uso y la divulgación apropiada de la información del cliente. Según nuestras prácticas y políticas, el acceso a información confidencial de identificación personal está autorizado sólo para aquellos que la necesiten por asuntos relacionados con los negocios. Los registros de identificación personal y otros registros confidenciales se conservan solamente durante el tiempo que sea razonablemente necesario para fines comerciales, contables, impositivos o legales.

A pesar de que trabajamos incansablemente para proteger la información personal que recopilamos y almacenamos, no existe un programa 100 por ciento seguro, ni podemos garantizar que nuestras medidas de protección evitarán todos los intentos no autorizados de acceder, usar o divulgar la información personal. Verizon tiene planes de seguridad y de respuesta a incidentes para manejar incidentes relacionados con el acceso no autorizado a la información privada que recopilamos o almacenamos.

Si tienes conocimiento de un asunto relacionado con la seguridad, comunícate con el <u>Centro de control de seguridad de Verizon</u>. Trabajaremos contigo para tratar cualquier problema.

Con frecuencia, Verizon publica información útil sobre una amplia variedad de estafas con las que te puedes encontrar. <u>Conoce</u> más sobre estafas telefónicas y por internet, y obtén consejos sobre cómo protegerte

Cómo acceder a y actualizar tu información

Nos esforzamos por mantener los registros de nuestros clientes lo más preciso posible. Puedes corregir o actualizar tu información de cliente de Verizon llamando a un representante de servicio al cliente de Verizon al 1-800-VERIZON o accediendo a tu cuenta por internet y proporcionando la información actualizada allí. Del mismo modo, puedes efectuar actualizaciones a tu cuenta de Verizon Wireless llamando a un representante de servicio al cliente de Verizon Wireless al 1-800-922-0204 o comunícate con nosotros a través de internet. Los clientes de Verizon Enterprise Services pueden actualizar su información comunicándose con su administrador de cuenta. Los clientes de Verizon Vehicle pueden cambiar o actualizar su información de contacto llamando al 1-800-711-5800. Los usuarios registrados de AOL pueden acceder y actualizar su información de registro y cualquier información de facturación o envío ingresando a <u>Mi Cuenta</u>. Puedes editar tu Información de la Cuenta de Yahoo, incluidas tus preferencias

de mercadeo, en cualquier momento. También puedes modificar la información que proporcionaste a Yahoo a través de los productos o servicios de Yahoo que uses.

Los clientes de Fios y de otros servicios prestados a través de la red Fibra en las Instalaciones (FTTP) que deseen ver su información de identificación personal pueden <u>enviarnos un correo electrónico</u> para coordinar una hora y un lugar conveniente para hacerlo durante el horario de atención. Tendrás que proporcionar un documento de identificación apropiado y podrás examinar los registros que contengan información de identificación personal tuya y de nadie más. Si consideras que algún detalle de tu información de identificación personal es incorrecto, trabajaremos contigo para garantizar que se hagan las correcciones pertinentes. Verizon se reserva el derecho de cobrarte el costo de fotocopiar cualquier documento que solicites.

Enlaces a y desde sitios web y contenidos que no sean de Verizon

Los sitios web, las aplicaciones y las plataformas de Verizon pueden contener enlaces a sitios que no sean de Verizon y las aplicaciones u otros contenidos de Verizon podrían aparecer incluidos en páginas web y sitios web que no se relacionan con Verizon y sobre los cuales no tenemos control alguno. No somos responsables por el contenido de estos sitios o plataformas ni por las políticas y prácticas de privacidad empleadas por estos sitios y plataformas. Recomendamos que revises las políticas y prácticas de los sitios que visites.

Intercambio de información: blogs y redes sociales

Algunos sitios web, aplicaciones y servicios de Verizon podrían permitirte el acceso a "blogs" para participar en debates, tableros de mensajes, salas de chat y otras formas de comunicación a través de redes sociales, y publicar comentarios. Otras personas pueden acceder a estos foros y la información que publiques puede ser leída, recopilada, compartida o usada de otras formas por cualquier persona que acceda al foro. Si publicas contenido en foros de intercambio de información, incluyendo cualquier información sobre las películas que alquilas o miras, lo haces por elección propia y estás proporcionando tu consentimiento para la divulgación de dicha información.

Cambios a esta política

Nos reservamos el derecho de modificar esta política de privacidad, por lo que te recomendamos que la consultes con frecuencia para saber si se han realizado cambios. Podrás ver si se han realizado cambios verificando la fecha de vigencia que aparece al final de la política. Si Verizon decide usar o divulgar información que te identifique como individuo de una manera que sea significativamente diferente a lo estipulado en nuestra política al momento de recopilar dicha información sobre ti, te daremos la opción de decidir sobre dicho uso o divulgación por los medios apropiados, lo cual podría incluir el uso de un mecanismo de exclusión.

Ver los cambios recientes realizados a la política de privacidad

Actualizado en junio de 2017

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Contáctanos

Si tienes preguntas, inquietudes o sugerencias relacionadas con nuestra Política de privacidad o nuestras prácticas de privacidad, envíanos un <u>correo</u> electrónico o contáctanos en:

Verizon Privacy Office1300 I Street, NWSuite 400 WestWashington, DC 20005Fax: 202-789-1432

Resumen de la política de privacidad

Política de privacidad completa

Cambios a la Política de privacidad

Mensaje de la directora de privacidad Verizon está Comprometido en Proteger su Privacidad Políticas de privacidad de las aplicaciones de Verizon Politica de privacidad de la aplicacion VZ Navigator

Politica de privacidad de la aplicacion Mensajes de Verizon

Politica-de-privacidad-de-mapquest Politica de privacidad de la aplicacion go90 Aviso de Privacidad del Análisis de Ubicación Móvil Privacidad al financiar un aparato en cuotas Derechos de privacidad para California

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Verizon Selects

Verizon Selects, part of the AOL Advertising Network, helps make marketing you see more personalized and useful to you across the devices and services you use. You need to opt-in to be part of Verizon Selects. We do not share information that identifies you personally as part of these programs other than with vendors and partners who do work for us. We require that these vendors and partners protect the information and use it only for the services they are providing us.

Popular Content Verizon Selects FAQs Video: Verizon Selects Verizon Wireless Privacy Policy Related Support Manage your Verizon Selects preferences in My Verizon Learn about Verizon Up Ask the Verizon Wireless Community

How to Use

Verizon Selects FAQs

Verizon has acquired Yahoo and combined it with AOL to form a new company named Oath. Oath consists of over 50 digital and mobile brands globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr, and AOL as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini.

General Information

Expand All

[+] Feedback

1.	What is Verizon Selects?	+
2.	If I participate in Verizon Selects, will you share data that identifies me with non-Verizon companies?	+
3.	Will the Verizon Selects advertising program use information obtained from accessing or reading my emails or texts?	+
4.	Where will I see advertising?	+
5.	What types of devices will receive advertisements?	+
How can I join Verizon Selects? If I provided my consent to participate in Verizon Selects, and then I turn off the location-based services settings on my mobile device, will my location information still be collected and used for Verizon Selects? If I provide my consent, how long will you keep and use my data for Verizon Selects?	++++	
---	---	
settings on my mobile device, will my location information still be collected and used for Verizon Selects?	++	
If I provide my consent, how long will you keep and use my data for Verizon Selects?	+	
What kind of choices do I have as to whether my information is used for Verizon Selects?	+	
How will I know that my Verizon Selects choices have been processed?	+	
Do I have choices about being part of Oath advertising services?	+	
Can I opt-out of these advertising programs by deleting my browser cookies?	+	
Do	I have choices about being part of Oath advertising services?	



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Brands	

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Cookies & Related Technologies

A cookie is a small data string that is written on your computer hard drive by a web server. (A web server is the computer that hosts a website and responds to requests received from your computer). Cookies can play an important role in providing a good customer experience using the web. Among other things, cookies enable a website to maintain information when a user's web browser requests a series of web pages. Without cookies, for example, a website owner may not be able to recognize that a user just completed the first step during an online ordering process so that the second step can be presented.

Espanol

Cookies generally hold information, including data strings that contain a unique user ID which allow websites, including Verizon websites, to customize your experiences on the sites and gather information about your navigation of the sites. For example, cookies allow us, and others who place and access cookies on our sites, to deliver advertising and other content specific to your interests, keep track of your online ordering and alert you to new products or promotional opportunities based on your current services. Verizon websites may use different kinds of cookies, including HTTP cookies (also known as browser cookies) and Local Shared Objects such as Flash cookies that are built for use with the Adobe® Flash® Player.

Information gathered from cookies also helps us understand how our sites are performing and provides website usage information to support customizing and improving our sites and their messaging and advertisements. We also use cookies to help verify the identity of a website user or to recognize you as a registered user and remember your settings and preference

Managing cookies

You can manage cookies by using features and functions available on most Internet browsers. For example, most browsers will allow you to choose what cookies can be placed on your computer and to delete or disable cookies. You can find instructions for managing cookie controls on websites for particular browsers.

- Microsoft Internet Explorer browsers
- Apple Safari browsers
- Mozilla Firefox browsers

Please note that disabling cookies may prevent you from using specific features on our sites and other websites, such as ordering products or services and maintaining an online account. Cookies must be enabled for you to use your Verizon e-mail account. Cookies associated with your Flash Player may be removed by managing your settings with Adobe.

Learn more about flash cookies including how to delete or prevent placement of flash cookies

Web beacons

Verizon and third-party advertisers may use web beacons. Some Verizon websites contain web beacons in the form of clear .gif files, which are electronic images that allow for the collection of information about your interactions on our sites. Web beacons may be used to place advertisements, to understand website traffic patterns and the number of visitors to our website, and to measure the effectiveness of advertisements or email advertising messages.

Social networks and other third-party plug-ins and widgets

Verizon websites also include social network or other third-party plug-ins and widgets that may provide information to their associated social networks or third-parties about the Verizon page you visit, even if you do not click on or otherwise interact with the plug-in or widget and regardless of whether you have an account or other relationship with these social networks and third-parties. Information is transmitted from your browser and may include an identifier assigned by the social network or third party, information about your browser type, operating system, device type, IP address and the URL of the web page where the plug-in or widget appears. If you use social network tools or visit social networking sites, you should read their privacy disclosures, to learn what information they collect, use and share.

Device fingerprinting and device graphs

Verizon and third-party advertisers may use "statistical identifiers" or device fingerprinting technologies that use attributes about your device and browser to recognize your device or browser over time. Such techniques may or may not be used in conjunction with cookies or other local storage technologies. Device graph or "device correlation" uses techniques that look at IP addresses and related data to determine if multiple devices may relate to the same user. This can enable the customization and delivery of ads, and other functions.

Privacy Policy Summary

Full Privacy Policy

Recent changes

Privacy Officer Message

Fios Privacy Policy

Oath Privacy Policy

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Cookies & Related Technologies| Verizon

AppFlash

VZ Navigator App

Verizon Messages+ App

Go90 Privacy Policy

Hum privacy policy

Verizon Home Privacy Policy

MapQuest Privacy Policy

Mobile Location Analytics Privacy Notice

Device Installment Privacy

California Privacy Rights

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Important Wireless Issues Contact Us

Sitemap



the incident to incident to either Better Business Bureaus (CBBB) or The Direct Marketing Association (DMA). Complaints may be filed by consumers, business entities or other stakeholders.

For Companies Engaged in Online Behavioral Advertising

To enhance the transparency of interest-based advertising, the DAA encourages companies qualifying as third parties under the Principles to:

- Inform consumers about their data practices through clear, meaningful and prominent notices.
- Display the DAA <u>Icon</u> so Icon so that consumers find out about interest-based advertising, learn about the data practices associated with advertisements they receive, and opt-out if they choose.
- <u>Register</u> to receive information about how to be listed on the **Consumer Choice Page**, where consumers will be able to easily opt out from data collection by participating companies for applicable practices

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verizon



Other Wireless Topics

Find information about Verizon's community service, customer satisfaction, account protection, accessibility and other company initiatives.

Community Programs HopeLine® FAQs Lifeline and Link Up FAQs Call2Recycle[™] FAQs

Safety & Security Fraud FAOs Wireless Emergency Alerts FAQs E911 FAQs

Customer Satisfaction Accessibility FAQs Arbitration and Mediation FAQs Customers with Disabilities

Overview

Legal Notices & Industry Information

Verizon Wireless' use of a **Unique Identifier Header** (UIDH)

Verizon has acquired Yahoo and combined it with AOL to form a new company named Oath. Oath consists of over 50 digital and mobile brands globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr, and AOL as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini.

General Information

		Expand All
1.	What advertising programs use the Unique Identifier Header (UIDH)?	+
2.	What is a UIDH?	+
3.	Why and how is a UIDH used?	+
4.	Does the UIDH affect my privacy?	+



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verizon[/]



Managing Your Account

Managing your Verizon account has never been easier. Change your plan, pay your bill, upgrade a device or add a line in My Verizon or the new My Verizon app.

How to pay your bill FAQs Verizon Ac Pay your bill in My Verizon Understand and change your plan FAQs Ac Change your plan in My Verizon Change your plan in My Verizon Ac	Activation and Order Status Activate a device you already own Activate or switch a device Check your order status
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Managing an Account Profile

Managing Devices

Relevant Mobile Advertising FAQs

Verizon has acquired Yahoo and combined it with AOL to form a new company named Oath. Oath consists of over 50 digital and mobile brands globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr, and AOL as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini.

General Information

|--|

1.	What is Relevant Mobile Advertising?	+	
2.	Is any of my personal information shared outside the Verizon family of companies?	+	
3.	What types of devices will receive advertising?	+	back
4.	What types of accounts may be part of Relevant Mobile Advertising?	+	Feedt
5.	Will my device location be used?	+	Ξ

7.	Where will I see advertising?	
/.	where will I see advertising :	
8.	Do I have a choice about the use of my Verizon Wireless information for the program? Do I have a choice about the insertion of the UIDH?	
9.	Do I have choices about the use of Oath information for the program?	
10.	Can I opt-out of these advertising programs using my browser controls?	
11.	Is the UIDH still present if I have opted-out of Relevant Mobile Advertising?	
12.	If I decide to allow you to use my information for Relevant Mobile Advertising, can I change my mind later?	-
13.	If I've requested that my information not be used for Relevant Mobile Advertising and not used by Oath advertising services, will I still get ads?	•
	Expand	A
	Was this helpful?	

Still Have Questions?





Talk to us on Twitter



Connect with us on Facebook



Get help at a store

Ask questions, or share your opinions on Verizon Wireless products and services.

Visit the Community »



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Post a question and get a response from Visit a store to get detailed and a Verizon Expert. Ask on Facebook Messenger >

personal assistance from a Verizon expert.

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https://www.verizonwireless.com/support/mobile-ads-faqs/[11/28/2017 11:37:37 AM]

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Instant Answers

Sign in

User ID or Mobile Number

Password:

Remember me

Do not check if using a shared computer.



Forgot User ID or Password?

Register

With Verizon, you get the convenience of managing your account online including these great benefits:

- View your usage
- Make payments
- · Change or reset your Voice Mail password
- · Access My Verizon on your mobile phone

Learn More

Register

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Wireless Residential Business



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Sign in

User ID:			
Remember me			
Sign in	Register		
Forgot User ID or Password?			

Unwrap it. Then unleash it.

?

Your tech is only as good as your internet. With all the devices in your home this holiday season, an extra dose of Fios speed can give you the competitive edge to play virtually lag-free.

Upgrade speed



My Fios app	TV everywhere	My Rewards+	Fios Mobile app
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bills, make service changes and	premiums channels. It's all wait	ingtrade them in for the things yo	oulive) and your DVR recordings. It's
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Sign in

User ID:			
Remember me	Keep me signed in ared computer.		
Sign in Register			
Forgot User ID or Password?			

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My Fios app	TV everywhere	My Rewards+	Fios Mobile app
take care of your to dos? Pay	from your favorite networks and premiums channels. It's all waiting	levery day with Verizon and th	doNo TV? No problem. Stream your enfavorite shows (On Demand or oulive) and your DVR recordings. It's your entertainment wherever you
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Privacy Main Privacy FAQ Preferences Terms of Service Help

Mobile Device Choices

🗳 Print

As noted in the Supplemental Mobile Terms of Service and Privacy Policy and Oath Privacy Policy, we may use information collected about you to customize the ads you may see within apps you use on devices such as mobile phones or tablets.

You can opt out of receiving interest-based ads from ONE by AOL Advertising by following the instructions below. Please note that, in some instances, it may be necessary for you to provide your unique device ID in order to opt-out.

Apple Devices:

In Apple iOS6 and higher, companies can target advertising to mobile app users by using a unique identifier called the "Advertising Identifier." You can opt out of receiving such interest-based advertising from ONE by AOL Advertising by selecting "Limit Ad Tracking" in the iOS settings. When you choose to Limit Ad Tracking, ONE by AOL Advertising will not use your device's Advertising Identifier for ad targeting purposes.

For more information about these iOS options:

- 1. Open Settings
- 2. Select Privacy
- 3. Select Advertising and follow the on-screen instructions

Android Devices:

In Android devices with Google Play Services 4.0 and higher, companies can target advertising to mobile app users by using a unique identifier called the "Android Advertising Identifier." You can opt out of receiving such interest-based advertising from ONE by AOL Advertising by selecting "Opt out of Interest Based Ads." When you choose to opt-out, ONE by AOL Advertising will not use your device's Android Advertising Identifier for ad targeting purposes.

For more information about these Android options:

- 1. Open Settings
- 2. Select Google

- 3. Select Privacy
- 4. Select Ads and follow the on-screen instructions

Additional Choices and Controls:

To stop the collection of information by an Oath app, you can uninstall the app using the standard uninstall process available on your device or via the app marketplace or network from which you installed the app.

In addition, you can adjust your AOL Marketing Preferences to make choices about how your Oath information may be used to provide marketing offers to you across your devices when signed in to AOL services.

Verizon Wireless may insert a unique identifier in certain web traffic from your mobile device. This identifier, also known as a "UIDH," is used to deliver ads to your mobile device (through both the Verizon Relevant Mobile Advertising and Verizon Selects advertising programs). If you opt out of the Relevant Mobile Advertising and do not opt in to the Verizon Selects programs, Verizon will stop inserting the UIDH and Oath will no longer have access to this identifier. You have a choice about participating in the Verizon programs.

You can opt out of receiving interest-based ads from us when you browse the web by visiting the Digital Advertising Alliance's consumer choice page and selecting "AOL Advertising," "BrightRoll," and "Yahoo Inc." If you are a registered user, you also must opt out of ads on Yahoo. Please note that your opt-out choice will apply only to the browser and device you are using when you opt out. You can make your choice apply to any browser and device you use while signed into AOL by adjusting your AOL Marketing Preferences.

Please note that by limiting ad tracking or opting out by way of any of the choices described, you will still see ads in the same places, but those ads may be less relevant because they will no longer be based on your interests. Due to the differences between using apps and websites on mobile devices, the options listed are specific only to Oath's practices within apps.

Apple devices running iOS versions before 6.0 and Android devices running Google Play Services earlier than 4.0 do not support platform-based privacy choices. For such devices, ONE by AOL Advertising provides an optout mechanism, below. Device identifiers from either platform (iOS or Android) submitted below will be optedout of ONE by AOL Advertising's targeting processes.

To manage privacy preferences on other mobile devices, enter your device identifier and preference, below. Note that this page accepts case insensitive device identifiers in two formats: Android Id (16 character hexidecimal, such as 355018BC70BAAF96), and UDID (36 hexidecimal characters including dashes, such as 1E2AFA89-496A-47FD-9A41-DF1AC4E6434A).

Mobile Device Identifier:

Opt Out
Opt In
OShow my current Opt Out status

Submit

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Customer Proprietary Network Information

Customers may choose to limit the use and sharing of Customer Proprietary Network Information (CPNI) for Verizon's marketing services outside of services you currently have. Notice about our use and sharing of CPNI and the choices you have may be provided on your monthly bill, over the phone, via text, in contracts or in other ways.

Espanol

Wireless customers

CPNI is information made available to us solely by virtue of our relationship with you that relates to the type, quantity, destination, technical configuration, location, and amount of use of the telecommunications and interconnected VoIP services you purchase from us, as well as related billing information. The protection of your information is important to us, and you have a right, and we have a duty, under federal law, to protect the confidentiality of your CPNI.

We may use and share your CPNI among our affiliates and agents to offer you services that are different from the services you currently purchase from us. Verizon offers a full range of services, such as television, telematics, high-speed Internet, video, and local and long distance services. Visit Verizon.com for more information on our services and companies.

If you don't want your CPNI used for the marketing purposes described above, please notify us by phone any time at 1-800-333-9956, online at <u>www.vzw.com/myprivacy</u> or through Customer Service at 1-800-922-0204 from Monday - Friday 7 a.m. to 11 p.m. and Saturday - Sunday 8 a.m. to 9 p.m.

Unless you notify us in one of these ways, we may use your CPNI as described above beginning 30 days after the first time we notify you of this CPNI policy. Your choice will remain valid until you notify us that you wish to change your selection. Your decision about use of your CPNI will not affect the provision of any services you currently have with us.

Note: This CPNI notice does not apply to residents of the state of Arizona.

Residential, small and medium business customers

CPNI is information that relates to the type, quantity, destination, technical configuration, location, amount of use, and billing information of your telecommunications or interconnected VoIP services. This information is made available to us solely by virtue of our relationship with you. The protection of your information is important to us. Under federal law, you have a right, and we have a duty, to protect the confidentiality of your CPNI.

We may use and share your CPNI among our affiliates and agents to offer you services that are different from the services you

currently purchase from us. Verizon offers a full range of services such as video, wireless, Internet, and long distance. Visit Verizon.com for a complete listing of our services and companies.

You may choose not to have your CPNI used for the marketing purposes described above by calling us anytime at 1-866-483-9700. When you call, please have your bill and account number available. Your decision about use of your CPNI doesn't affect our provision of services to you nor eliminate all Verizon marketing contacts.

Unless you call us at the number above, Verizon may use your CPNI to market different types of services beginning 30 days after the first time we notify you of the CPNI policy described above. You may elect at any time to add or remove a restriction on the use of your CPNI. Your choice remains valid until you change your election by calling the number above.

Privacy Policy Summary

Full Privacy Policy

Recent changes

Privacy Officer Message

Fios Privacy Policy

Oath Privacy Policy

Verizon App Privacy Policies

AppFlash

VZ Navigator App

Verizon Messages+ App

Go90 Privacy Policy

Hum privacy policy

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Verizon Home Privacy Policy

MapQuest Privacy Policy

Mobile Location Analytics Privacy Notice

Device Installment Privacy

California Privacy Rights

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Sellers and telemarketers:

Go to https://telemarketing.donotcall.gov to access the National Do Not Call Registry

Back to ftc.gov | Privacy Policy



Instant Answers

Sign in

User ID or Mobile Number

Password:

Remember me

Do not check if using a shared computer.



Forgot User ID or Password?

Register

With Verizon, you get the convenience of managing your account online including these great benefits:

- View your usage
- Make payments
- · Change or reset your Voice Mail password
- Access My Verizon on your mobile phone

Learn More

Register

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В	Back		
S	Shop		
N	ly Verizon		
S	Support		
V	Vatch Fios		

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Sign in

User ID:			
Remember me			
Sign in	Register		
Forgot User ID or Password?			

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Your tech is only as good as your internet. With all the devices in your home this holiday season, an extra dose of Fios speed can give you the competitive edge to play virtually lag-free.

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My Fios app	TV everywhere	My Rewards+	Fios Mobile app
Who says you have to be home to	Stream live TV, movies and mor	eGet points for the things you o	doNo TV? No problem. Stream your
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upgrade from virtually anywhere.	for you in our online portal.	love. Because you deserve it.	your entertainment wherever you
			go.
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Important Note to Parents

We understand how important your child's privacy is to you. That's why we want you to know our privacy practices with respect to children's personal information and the steps we take to help ensure this information remains secure.

AOL usernames provide access to e-mail, instant messenger, and other interactive features that enable your child to disclose personal information. Depending on how your child uses Oath's Services, we also may collect, for example:

- registration-related information (such as name, addresses, e-mail addresses, telephone numbers, birth date, or gender);
- photos, videos, and audio recordings that your child posts online;
- information about the Oath Services that your child uses, how frequently they are used; and responses to the offerings and advertisements presented on Oath or other features made available by Oath, including those available on third party websites;
- information about searches performed through Oath Services and how the results of those searches are used;
- customer service information;
- · location data and other information about devices used to access and interact with Oath;
- technical information, such as browser or operating system, your child's manner of connecting to the Internet (including the type of device used) and the name of your Internet service provider or wireless carrier; and Internet protocol (IP) address.

Before any child under 13 may be registered for an AOL username, we require verifiable parental consent, for example, by requiring credit card information. By creating an AOL account for your child, you agree that you have reviewed and accept the terms of this Important Note to Parents, the Terms of Service, and the Privacy Policy. You also agree that your child may use all Oath Services and that we may collect, use, and disclose your child's personal information consistent with our privacy policy.

If you do not provide consent, we will not permit an AOL username to be created for your child and will not knowingly collect, use, or disclose personal information from your child.

We urge all parents to educate their children about online privacy and safety and the need to protect their personal information. To learn more about our privacy practices, please see our privacy policy.

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Closed Captioning

Guidelines

Children's Privacy and Family Accounts

Finance

We are currently not supporting the creation of new Yahoo Family Accounts. Existing Yahoo Family Accounts will continue to function as normal and follow the practices described on this page.

Entertainment

Lifestyle

Answers

Groups

Mobile

Information Collection, Use, Sharing and Disclosure Practices

- Please refer to the Information Collection and Use and Information Sharing and Disclosure sections in our Privacy Policy for information about how Yahoo collects and uses personal information.
- When your child uses Yahoo products and services, Yahoo and our partners collect and use personal information about your child. This information may include (but is not limited to) name, gender, birthdate, geolocation information, search queries, mobile device identifier, mobile phone number, alternative email addresses, contacts, contact information (including online contact information), nicknames and aliases, physical address, IP address, other persistent identifiers, and any other information your child may share with us or our partners, such as photos, videos or audio files that contain your child's image or voice.
- Your child may disclose this or other information to Yahoo, our partners, or the public when using our and our partners' products and services.
- Yahoo and our partners may use cookies and web beacons to collect information from your child, including on every page of our website and in all of our products and services, which may occur on other websites. You can read more about how we collect, use and disclose user information in our Privacy Policy.
- Our partners are an integral part of our service, and our partners may collect information from your child, as indicated above. Please read our Third Parties Module for more information about these partnerships and information collected by our partners.
- Your child may have access to and use of all of Yahoo's products and services, including Mail, Messenger, Answers, mobile apps, Flickr, Search, Groups, Games, and others. To learn more about our privacy practices for specific products, please visit the Products page of our Privacy Policy.
- Yahoo does not contact children under age 13 about special offers or for marketing purposes without a parent's permission.
- Yahoo does not ask a child under age 13 for more personal information, as a condition of participation, than is reasonably necessary to participate in a given activity or promotion.

Practices Regarding Your Ability to Update or Delete Information

- Your child's account is different than your account. You will need to sign in as your child to review or make changes to their account.
- · You entered or reviewed your child's ID and password when you provided your consent for the

Yahoo Privacy

To find out how Yahoo treats your personal information, please visit our Privacy Policy. This page descr bes current Yahoo practices with respect to this product or topic. Information on this page may change as Yahoo adds or removes features.

Personalized Experience

By bringing content and advertising to you that is relevant and tailored to your interests, Yahoo provides a more compelling online experience. Update your content or search preferences, manage your advertising choices, or learn more about relevant advertising. creation of your child's account. If you have forgotten your child's ID and password or have trouble accessing the account, please use our account recovery tool.

You may revoke your consent to Yahoo and our partners' collection, use, and disclosure of your child's personal information at any time, by signing into your child's account and then visiting our Account Deletion page. If you delete your child's account, we will delete existing personal information we have about your child and we will not knowingly collect, use, or disclose further personal information from or about your child. Some site usage data may remain on our logs. Click here to learn more about the types of information that may remain after your child's account has been deleted.

Other

- When you and your child use Yahoo Family Accounts, you are subject to the Yahoo Terms of Service.
- Please see Yahoo Family Accounts Help if you have questions about this service.

To find out how Yahoo treats your personal information, please visit our Privacy Policy.


DONATE

CYBERTIPLINE

Make a CyberTipline Report



In March 1998, using hardware, software, and programming assistance donated by Sun MicroSystems, NCMEC launched the CyberTipline® to further NCMEC's mission of helping to prevent and diminish the sexual exploitation of children. The CyberTipline provides the public and electronic service providers (ESPs) with the ability to report online (and via toll-free telephone) instances of online enticement of children for sexual acts, extra-familial child sexual molestation, child pornography, child sex tourism, child sex trafficking, unsolicited obscene materials sent to a child, misleading domain names, and misleading words or digital images on the Internet. NCMEC completed, all information in a CyberTipline reports to ensure that reports of children who may be in imminent danger get first priority. After NCMEC's review is completed, all information in a CyberTipline report is made available to law enforcement.

In furtherance of NCMEC's mission, the CyberTipline allows NCMEC to engage with the Internet industry on voluntary initiatives to help reduce the proliferation of child sexual abuse images online. NCMEC uses the information submitted to the CyberTipline to create and tailor NCMEC's safety and prevention publications that are provided to educators, parents and the public to help to prevent future victimization.

More than 12.7 million reports of suspected child sexual exploitation have been made to the CyberTipline between 1998 and June 2016.

Members of the public are encouraged to report information regarding possible child sexual exploitation to the CyberTipline.

Help Promote the CyberTipline

Displaying our easy-to-use Report It button on your website is an easy way to help others report online exploitation. Learn more.

Registering with the CyberTipline

Any U.S.-based company providing an electronic communication service or a remote computing service to the public through a facility or means of interstate or foreign commerce may register with the CyberTipline.

You may register with the CyberTipline by providing your name, your company's name, your telephone phone number and email address to espteam@ncmec.org. If you are an ESP, please click here if you wish to register with the CyberTipline. A representative from NCMEC will contact you to complete the registration process.

CHILD SEX TRAFFICKING

1 in 6 of the 18,500 runaways reported to the National Center for Missing & Exploited Children^{*} in 2016 were likely sex trafficking victims.





Did you know?							
SEARCH MISSING	d runaways ng.	reported to NCMEC in	n 2016 were likely se	ex trafficking victims.	36% of these likely sex traffic	king victims were in the care	e of social services or foster care
CYBERTIPLINE							View the full infographic. >>
AMBER ALERT							
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Blog	Media	About Us	Contact Us	Legal T&C	Careers		
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Important information about the Verizon Security Control Center (SCC)

To report an allegation of misconduct or unlawful activity concerning Verizon you may email the Verizon Security Control Center (SCC) at <u>security.issues@verizon.com</u> or fax 1.800.997.9981.

See also:

Arbitration and Mediation Copyright Alert FAQs Verizon Security Assistance Team Verizon Security Control Center Unlawful Call Assistance Call Trace

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Our virtual agent is		
ready to help you.		

Shop	My Verizon	Support	Watch Fios	Tools
Fios Internet	Check Email	TV	Watch TV Shows	Remote Assistance
Fios TV	Add or Change Plan	Internet	Watch Movies	Report a Security Vulnerability
Build My Bundle	My Rewards+	Phone	Check TV Listings	Announcements
Accessories	Apps	Account Billing	Program My DVR	Accessibility
Moving		Order Status	Rent or Buy Movies	Consumer Education
Fios Availability		Repair Status	View Pay Per View	Speed Test
Special Deals		Community Forums		

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Cybersecurity

Securing yourself against cyberattacks

Tips to avoid the Hot Tamale USB Infection

Don't leave devices unattended near strangers.

Someone could quickly install a USB device that could capture keystrokes, pictures, sounds and data without you knowing.

Don't plug unknown USB drives into your devices.

Any unexpected USB should be received with caution. Unsuspecting recipients who plug them into their devices are at great risk for malware.

Completely destroy old USB flash drives.

Delete (wipe, if possible), reformat, and then physically destroy the USB drive so no one can recover the data.

Fraud and Scams

Fraud can occur online and offline. Learn about current scams and tips on how to protect yourself.

Learn more about current scams \Box

Data Breach Digest 2017

Put our cybercrime case studies to work. The Verizon Data Breach Digest 2017 offers actionable insights on the most common and dangerous threats you face.

Read report

Follow The Verizon Foundation

See how we are using technology to solve critical social issues.

See all Verizon social channels +

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Educators





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Educators

You are using an outdated version of Internet Explorer. For a faster, safer browsing experience

FEDERAL TRADE COMMISSION

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CONSUMER INFORMATION

MENU



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Check out the FTC's free online security tips and resources, and share with your friends, family, coworkers, and community.

- Online Security Tips
- For Educators & Parents
- Videos & Games
- Ways to Share

Online Security Tips

Learn how to protect your personal information and devices online and on-the-go.

Computer Security

Watch this video for tips to help you secure your computer and protect yourself from hackers, scammers, and identity thieves.

Public Wi-Fi Networks

Wi-Fi hotspots — like the ones in coffee shops, airports, and hotels — are convenient, but they often aren't secure. Use these tips to help protect your personal information.

Common Online Scams

Learn how to recognize common online scams, and check out these 10 practical tips to help you stay a step ahead of scammers.

For Educators & Parents

Net Cetera Toolkit

Regardless of your experience as a speaker — or your expertise in online safety — this toolkit has the resources and information you need to convey key points about kids' online safety.

Just for You: Educators

Whether you need a game for a classroom activity, videos to share on social media with parents in your community, or an article to use in your workplace newsletter, you can find it here.

Just for You: Parents

The best way to protect your kids online? Talk to them. Kids rely on their parents for important information – like how to be safe and responsible online. Here are some resources to help you get started.

Videos & Games

These short videos and classic games offer an interactive way to get a step ahead of hackers and scammers. Learn how to protect your devices and personal information, and check out additional videos and games in our media center.

Videos

- Protect Your Computer from Malware
- Hijacked Computer: What to Do
- Hacked Email

Games

These classic games may not work on your mobile device.

- The Case of the Cyber Criminal
- Invasion of the Wireless Hackers
- Phishing Scams

Ways to Share

- Link to, copy, or adapt any of our content. There are no copyright restrictions, so share as much as you'd like!
- Embed our videos on your blog, site, or social media. You'll find embed code in our media center.
- Order free publications to hand out at events or conferences or just to give out in your community.

Learn More

Learn more about protecting your identity and online security.



OnGuardOnline | Consumer Information

- TaxSlayer: File this one under authentication August 29, 2017
- Working together to protect Texas consumers August 18, 2017
- Uber settles with FTC over privacy and data security promises August 15, 2017

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5 Essential Media Literacy Questions for Kids

A Helping Hand for the Holidays

"Schools and cellphones: In elementary schools? At lunch?"

Find Great Media for Kids by Age and Type	
	Ages 2 - 18
Select an entertainment category	
5 movie	
: book	
6 game	
? app	
website	
Go!	

NEW IN THEATERS

O age 16+	Call Me by Your Name
6 age 7+	Сосо
6 age 13+	Darkest Hour
6 age 13+	Lazer Team 2
6 age 8+	The Man Who Invented Christmas
6 age 11+	Justice League

See all

See all

See all

NEW ON DVD

O age 13+	Logan Lucky
6 age 13+	Rememory
6 age 16+	The Defiant Ones
6 age 16+	The Heyday of the Insensitive Bastards
6 age 17+	Tulip Fever
6 age 17+	Woodshock
С	

GREAT FOR LEARNING

O age 3+	Guess How Much I Love You
6 age 5+	Arthur
6 age 5+	DuckTales
6 age 6+	Planet Earth
6 age 6+	Stuck in the Middle
6 age 7+	The Dick Van Dyke Show
U	

 ? Behind the Common Sense Media ratings system

MUST READ

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2017 Holiday Gift Guide: Nostalgia Gifts for Digital Kids

5 Conversations to Have with Your Kids After "Coco"

Parents' Ultimate Guide to YouTube Kids

What You Need to Know Before Buying Google Home or Amazon Echo

10 Most Violent Video Games of 2017 (and What To Play Instead)

PARENTS AND KIDS SAY

Turtles All the Way Down

Parent of a 4 and 6 year old, written by Adam L. age 14+

Teens learn empathy

What I love most about this book is how it situates the reader so completely in protagonist Aza Holmes' perspective and in her daily struggles with her anxiety disorder, giving readers who normally don't ever have to think about t

read more user reviews

Andi Mack

Teen, 13 years old age 10+

Great Show About Diversity

Andi Mack is a great show that is all about diversity. Even though it does make some not

appropriate for kids jokes, it is an overall great show. read more user reviews

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Common Sense is the nation's leading nonprofit organization dedicated to improving the lives of kids and families by providing the trustworthy information, education, and independent voice they need to thrive in the 21st century. Headquartered in San Francisco, with offices in Los Angeles, New York, and Washington, D.C.

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stopbullying.gov

Prevention: Teach kids how to identify bullying and how to stand up to it safely.

Be aware of what your kids are doing online

Know the warning signs

Stop Bullying on the Spot

When adults respond quickly and consistently to bullying behavior they send the message that it is acceptable. Research shows this can stop bullying behavior over time.

Parents, school staff, and other adults in the community can help kids prevent bullying by talking ab a safe school environment, and creating a community-wide bullying prevention strategy.

Training

Discover your role in bullying prevention! Learn how to take a public health approach to bullying prevention and earn continuing education credits. Read more

State Laws & Policies

State and local lawmakers have taken action to prevent bullying and protect children. Find out how your state refers to bullying in its laws and policies. Read more

What Schools Can Do

School staff can help prevent bullying by establishing and enforcing rules and policies that clearly descr be how students are expected to treat each other. Read more

What Kids Can Do

Are you being bullied? Do you see bullying at your school? There are things you can do to keep yourself and the kids you know safe from bullying. Read more >

Get Help Now

If you have done everything you can to resolve the someone is in immediate danger, there are ways to

Learn More

Bullying

What Is Bullying The Roles Kids Play Who Is at Risk Warning Signs for Bullying Effects of Bullying Diversity, Race & Religion LGBTQ Youth Disabilities & Special Needs Other Aggressive Behavior

Cyberbullying

What is Cyberbullying Cyberbullying Tactics Prevent Cyberbullying Social Media and Gaming Digital Awareness for Parents Establishing Rules Tips for Teachers Report Cyberbullying

Prevention

How to Prevent Bullying Prevention at School Assess Bullying Engage Parents & Youth Set Policies & Rules Build a Safe Environment Working in the Community Respond to Bullying Find Out What Happened Support the Kids Involved

Resources

Get Help Now Facts About Bullying Media Guidelines Laws & Policies Training Center External Resources Research Resources What You Can Do What Teens Can Do Kids

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Featured Resource

Cyberbullying Scripts for Parents to Promote Dialog and Discussion

EDUCATORS

Teachers and school personnel are often the first to notice the signs of bullying and cyberbullying among students. Click below to learn more about what you can do to help!

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PARENTS

Being a parent is tough enough. Keeping up with what your kids are doing online is another challenge. Check out our materials and strategies to help you protect your children.

TEENS

Are you a teen who is being cyberbullied? Do you see it happening at your school? Do you want to do something about it? Click below for ways to protect yourself and others from cyberbullying.

E BUILERIN

Cyberbullying Stories

"Being bullied, whether in person or online, can make you feel horrible. I know it made me feel terrible. It lowered my self-esteem, and I can still remember the painful words that were said to me. Personally, I don't know if I'll ever recover from the emotional blows. Other times, I would just become a target for speaking my mind, and receive instant messages with nasty comments. For a long time, I've believed that there's some good in everyone, but now I am not so sure."

- 18 year-old girl from the Northwest

"I was cyber bullied when i was in 8th grade by a bunch of girls telling me that i need to get a life so i went home told my mom and they kept bullying me still so then i just kept skipping school and getting i n trouble at home and then just ran away then i finally got everything figured out with the cops."

- 13 year-old girl from KY

Upcoming Events

MON School Presentations
Dodgeville, WI
DEC 2017

Private event for students, staff, and parents at Dodgeville High School. Interested parents should contact school about evening event for the community.

>> See All Events

Testimonials

• Thanks for a really good workshop. This was the first one in awhile during which I didn't spend time thinking about how I could escape. As a fellow educator, I'm sure you can relate to the experience of sitting in continuing education seminars that you can't wait to get out of.

Genelle Clark,

Bethany Academy English Department

 Recently I was privileged to attend a seminar on cyberbullying presented by Sameer Hinduja, Ph.D. It was two hours extremely well-spent. Dr. Hinduja is an engaging speaker and an expert on this topic. I found myself completely entranced and will be much more alert to this pervasive kind of bullying. I would highly recommend this seminar to students, parents and educators.

Karyn Tercy,

Counselor, Cathedral Catholic Academy, Honolulu, HI

The workshop on Cyberbullying offered at NAU was informative and timely. I work with 7th and 8th graders, and "drama" is a very big part of their lives. You gave me tools that I will share with them so that they may be safe as they travel the cyber highway. The format of the workshop was refreshing. We were treated as professionals with respect and dignity, the opportunity to ask questions and share some experiences was very valuable.

Wilma Robillard-Hoffman,

Middle School Teacher, Mohave Valley School District

 Thank you so much for the time you spent with the students at our school. Several parents and the Principal of our school, Ms. Rogers, told me stories of how you impacted our kids. One 8th grade girl who rarely says anything about her day at school, jumped in the car and said "Mom, we had the most amazing speaker today!" Another 8th grader had the bad idea to talk meanly

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about a 7th grader that night on Facebook and the 7th grader followed your advice to gather evidence and printed it out and brought it to the principal the next day. Game over! My son who had been arguing with me about me having access to get on his Facebook agreed to let me be his "friend" on that web site. He also went into his account and took himself off several networks and changed his privacy settings to "friends only" as per your advice. Your specific advice andwonderful demeanor touched so many of our children today. We look forward to bringing you back to our school again and again. Your advice is invaluable to children of all ages.

Kirsten Flegel,

VP Middle School PSTA, North Broward Preparatory School

I think the biggest thing we got out of the day was the focus on school climate. My take away was that if you foster a school climate of acceptance, respect, and relationships, you set the stage for students to take care of each other. You also insure that students feel comfortable reporting incidence of bullying and harassment, and are therefore able to address those issues quickly and efficiently. We were already focusing this year on community building, but we're paying special attention this November with a "Month of Thanks and Giving". We want to focus on all the wonderful things that our students do everyday and celebrate them. We are also the single largest provider for Feed My People and have our annual drive during November. We plan to culminate in a day of celebration before Thanksgiving break. We're pretty excited about it! Thank you for bringing him in! It was well worth the time.

Jennifer Gross, M.Ed., Ed.S., Freshman Counselor, Oakville High School

As a professional that has to intervene, investigate, and provide guidance within situations that arise almost daily due to cyberbullying, I am always looking for ways to improve my work along with making the process more efficient. By attending the Comprehensive Cyberbullying Prevention workshop and listening to Sameer share his insight on this ever growing concern within schools I was able to gain multiple useful tools, ideas and new legal perspectives within the subject matter. Dr. Sameer Hinduja is an engaging professional that has something to offer to all individuals who work with youth.

Daniel Kosick, LMSW, School Social Worker,

R.T.S. Middle School, Susquehanna Valley School District

Thank you for a very informative, insightful presentation. I plan on taking this information and helping to make our school district a more cyber-friendly place.

School Counselor, Duluth, Minnesota

Dr. Hinduja did a thorough and comprehensive presentation of issues regarding social media.
This young, gifted professor is impressive and a research guru on the subject. I appreciate that his work includes legal and professional responsibilities regarding these issues. He reminded us to let students spear-head and become involved in solving their own issues. The clothespin activity will be presented to our student council today to get the pinning started. We will use our PIE (Partners in Education Dept), principals, counselors and teachers to work together with our students.

Jan Finch, Counselor, Wildwood Middle School

I really enjoyed the conference with Dr. Hinduja. There were several things I took away from the conference, but one being the most prominent is: Sharing the positive stories. We have many positive stories at FHHS and I know that by sharing these, our climate will continue to improve and students will learn the "Howell Way." Some others include the variety of preventions (such as Lock it down day, Delete day, Positive Referrals, Decoding your Digital Footprint, etc). I also felt like some of the things we plan to do this year or have done in the past (i.e. pledges, signage throughout the building) were validated as effective prevention strategies and we'll keep doing those things.

Dr. Angie Kozlowski, Associate Principal, Francis Howell High School

I really enjoyed this workshop. Cyberbullying is a topic that needs some light shed on it. I was
excited to see something brought to our area. Seeing the legal ramifications is eye-opening and
it's all great information to pass on to the youth that we work with as well as our co-workers.

Kitzi Woodard,

Case Manager, Frontier Health/Highlands Juvenile Detention Center

• Drs. Hinduja and Patchin are not only the most knowledgeable team in the field of cyberbullying right now, they are the most engaging and fun. Their thorough discussion of the legal history of

cyberbullying and free speech is fascinating, and is an essential building block of knowledge for educators and policymakers. Furthermore – at a time when keeping our kids safe while socializing online is more important than ever before – they share and detail practical strategies and solutions that school districts can and should implement today.

Erika Dauber,

Communications Consultant, The Ophelia Project

 As an international school in the Caribbean, we seem to be behind the curve in addressing social media and its benefits and perils. Dr. Hinduja brought us up to speed, and also gave us tons of hard facts, ideas, and tools with which we will be able to help our kids safely navigate social media, both now and in the future.

Heather Caputo, PTA President,

Learning Unlimited, Sint Maarten, Netherlands

• Your presentation was not only interesting, but it redirected the way I have been looking at the issue. I'm not the only one. I have seen all sorts of emails going back and forth from people that are looking at this in a new light. I have seen a flow of fresh ideas on how we should deal with these situations. What you do makes a difference. Thank you for that.

Myra Binnicker,

Answers.com Quality Program Coordinator

I have heard a lot of good things from the staff and students about your presentations, Dr. Patchin. We thoroughly enjoyed having you here with us and so greatly appreciated your message - and your wonderful speaking style. You did such a great job engaging our students. That is not easy with high school students!

Educator,

Beloit, WI

I was highly impressed with your presentations on cyberbullying at the workshop in Virginia. You are a tremendous expert on this topic and hope to stay in touch as we roll out our program for girls. We are taking the approach of a "girl-led" advocacy program. After hearing you speak, it started to become clear that this problem must be solved in part by including our young people in the solution. In fact, we have to start with them. Our vision is to help young women find their

.

voice and show them how to use it effectively to make a difference on cyberbullying.

Jean Burke Young,

Advocacy, Girl Scout Council of the Southern Appalachians

• Very interesting workshop. I learned so much about cyberbullying, especially about the laws as it relates to this issue. Idefinitely have a better understanding of cyberbullying now. Thanks!

Deirdre Nixon,

School Counselor, Tifton, GA

I found the workshop extremely interesting, scary, and informative. The information was given in a concise and organized manner. All information was timely in nature. The consequences of improper use were totally shocking. Our children and society must be taught to be aware of the dangers, and must learn to use the Internet responsibility. Bullying in any form must be stopped. We need an organized and consistent curriculum to help our children of today understand this very powerful tool they have at their disposal and parents must ensure its proper use. Monitoring the internet at several different levels is critical. The presentation was wonderful and professionally done.

Donna Eldredge,

Assistant Principal, H. L. Johnson Elementary School

Wow! What a terrific presentation. I cannot begin to tell you how impressed everyone was with your presentation. If I heard it once, I heard it a hundred times..."Dr. Patchin was excellent." We have only five copies of your book left (out of one hundred)....that speaks for itself. We are donating them to the UWSP education dept. for aspiring teachers. Here's a story you will love. On Saturday evening of our convention, there was an athletic banquet taking place in the adjoining rooms. One of the parents saw your book on our registration table and came over to ask about it and said her daughter is a victim. She bought a book and got all the info on you and the reasearch you've done. Now, that's what I call "making a difference." Again, Dr.
Patchin....thank you from all of us. You were great. It was such a pleasure to meet you and work with you on this project.

Gloria Kubisiak,

Delta Kappa Gamma Society International

• Dr. Hinduja, your presentation on cyberbullying was awesome! Your insight and passion to protect our children were clearly transmitted. I believe it is very important to be aware, informed and close to our children in order to avoid unwanted consequences. Thanks for working towards a safer world!

Deborah Hamui,

Founder of Sleep'n Sync – helping children achieve their goals.

• One of the most valuable conference I have ever attended. Not only was the information current and presented in a user friendly way - but Dr. Hinduja's passion for educating everyone in the area of cyberbullying was phenomenal. You walk away from the conference feeling that the information you have gained can certainly help make a difference in keeping our children and students safe.

Colleen Kaney,

Director of Special Education Services at Hamburg Central School District

 I have recommended Dr. Patchin to schools this morning. He related very well to all the different levels of his audiences. He did a very good job engaging the audiences and keeping their attention. He was very open and willing to answer all questions posed by the audiences. His experiences and authentic stories were very engaging for the audiences.

IT Staff,

Dr. Hinduja was a captivating speaker. His passion for keeping all of us safe online, but especially for protecting young children, is contagious. The teachers and administrators loved Dr. Hinduja's key note address . Many teachers left the conference telling me that this was the best professional development they had been to! Three days later the school district was still a buzz about the conference and our wonderful lineup of speakers, but especially Dr. Hinduja.

Philene Harte-Weiner,

Associate Director, Education, Anti-Defamation League, Miami, FL.

 Dr. Sameer Hinduja did an excellent job during recent presentations at the Indian Valley Local Schools in Ohio. He spoke to all of our students in grades four through twelve as well as to administrators, counselors, computer teachers and other staff members. In addition, he

conducted an evening session with parents. The positive feedback we received from all of these groups indicated that Dr. Hinduja opened a lot of eyes about the ever-growing problem of cyberbullying. His statistics and case scenarios were on target for each audience. Most importantly, he supplied every audience with specific strategies for keeping safe in cyberspace.
Our district plans to follow up on this issue by implementing many of the suggestions he covered, especially in the area of working closely with parents to stem the growing tide of cyberbullying incidents. I would recommend Dr. Hinduja's presentation to all school districts across the country.

Janis Hunter,

Curriculum Director, Indian Valley School District

I could not more highly recommend Dr. Hinduja. He combines cutting edge academic research and knowledge with an engaging and inspiring communication style. You come away from his presentations feeling energized and empowered.

Holli Levinson,

Education Project Director, Anti-Defamation League Southeast Region

Glenelg High School students/staff are very fortunate to have had the opportunity to hear Dr.
 Sameer Hinduja's message regarding cyberbullying, bullying, sexting, and texting. I believe that our students truly will "Think" before they "Send" in the future, especially since their futures may depend on responsible social internet usage.

Karl J. Schindler, Principal, Glenelg High School

I found the presentation very informative. I am not that far removed from the age of my students yet I was astonished by the number of websites that are being used for cyberbullying and negative social interactions. I had never even heard of many of the sites that were discussed in the presentation! The presentation was such an eye-opener and I was very grateful for the resources and materials that were provided to conference attendants. The websites are so thorough and I will definitely use them to help my school with their anti-bullying policies and programming.

Laura Kleemook,

Guidance Counselor, Moniteau Jr. Sr. High School

• The cyberbullying legislation is overwhelming and can be confusing. Dr. Hinduja not only shared the facts, but great perspective that was empathetic to school districts and the community agencies working with them. He understands the real life situations, has done his research and is able to articulate that with a supportive message. At the same time, his orientation toward youth development and youth centered ideology is critical to what needs to be done. He believes in young people and the adults that care about them.

Meghan Wagner, Zone Director,

Hillside Work-Scholarship Connection, Rochester, NY

 Great information - hope to use this information to inform parents and incorporate some into our safety lessons for our 4th and 5th graders.

Staci Haire,

Elementary Counselor, Lowndes County Board of Education

Sameer Hinduja's presentation on cyber bullying was thorough, well delivered, articulate, informative, and helpful. Despite the horrific content, what cyber bullying is and the tragic consequences there have been and could be if we do not act decisively and compassionately as educators and parents, Sameer presents with the eye on positive change and ultimate idealism. He is clearly passionate about this topic and it is imperative that as many educators and parents as possible learn about this extremely disturbing aspect of technology in our world today. Sameer is in a unique position as Co-Director of the Cyberbullying Research Center to be able to give us accurate and relevant information in a manner that is both compellingand supportive.

Amy Tai,

Director of Community and Diversity, The Chestnut Hill School

 This training was very helpful. I really enjoyed learning about the legal aspect of cyberbullying as well as learning about the social networking sites students are using currently. The statistics discussed really helped shed light on where we as a nation stand with regards to the prevalence of cyberbullying in our student population. I also liked seeing the videos about how kids are responding to cyberbullying and bullying within their schools. The positive use of social media to combat bullying seems to be most effective when utilized by peers so this really helps us as a school to plan our anti-bullying campaigns around student involvement. All the interventions discussed help guide our responses to cyberbullying and the way we will educate our students

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on it. We also loved hearing about the #startswithus campaign the students at the end of the training touched on. We have started utilizing this campaign within our own building with teachers modeling the pinning of clothespins first and then passing them down to the student body.

Sharon Blue, Guidance Counselor,

Central Middle School

The presenters were excellent and make a great team.

School Counselor,

Lenox, GA

I enjoyed your cyberbullying workshop in North Carolina today. It was very well organized, clear, and reflected your obviously extensive knowledge of the subject. You also responded to questions very sensitively, and I was particularly impressed with how respectfully you interacted with [a sixteen-year-old in the audience]. As I told you at the end, of the hundreds of professional presentations I've heard in my 37 year career, yours was clearly in the top 5%. I've also ordered your book and look forward to learning more about this important subject.

C. Drew Edwards, PhD, ABPP,

Clinical Child Psychologist and Adjunct Associate Professor of Psychology, Wake Forest University

Cyberbullying is posing a dangerous threat to the youth of our nation, mostly because of the unknown nature of the beast. Most of the adults working in the school system do not understand social networking sites, and other outlets that students are using for online bullying and harassment. Dr. Hinduja's presentation provides the knowledge and preventive education that school staff and administrators need to tackle this problem, and try to get a grip on it, as it is already spinning wildly out of control. Their website is a wonderful tool for school staff, parents and students to learn about online safety, both in the preventive and reactive stages of cyberbullying and online harassment.

Lori Devon Shapiro,

Bullying Violence Prevention Program, Office of School Climate and Safety, School District of Philadelphia

• At this moment Sameer is one of the premier speakers on the issue of cyberbullying and sexting with adolescents and young adults. He is personable and easily connects with young people. His

technophile perspective makes students feel that he is an advocate for their technological reality. He helps parents bridge the gap to understanding their "Internet Generation Child." Sameer will provide deep understanding to the ever changing technological reality our children must navigate.

Detrick McGriff, Ed. D,

Seventh Grade Principal, Haverford Middle School

 I am a doctoral student writing my dissertation in the area of cyberbullying and was attracted to this seminar because Dr. Hinduja has written so many of the cutting-edge research papers on this topic. His website is the leading site in this field for informative and helpful material for educators, parents, students, and policy makers. His seminar was engaging, educational, and provided participants with a full "tool box" of materials to help understand and begin to address the issue of cyberbullying.

Jenny Walker,

Department of Educational Psychology, Arizona State University

My endorsement for having Sameer Hinduja come and speak with your organization is one grounded in having an audience of teachers, social workers, principals, LPC's, etc. completely riveted to him & his presentation! He was kind enough to come to our Teen Suicide Prevention Symposium in February of this year. The event sponsored by the Junior League of Waco, McLennan Community College and the Educational Service Center of Region 12 in Waco, TX had positive feedback both in what they learned about Cyberbullying as well as, how to reach out to parents, teens and fellow co-workers. I myself, have decided to share the community tips, parent and teen tips with those within our community services department to aid in their work with our residents.

Milet Hopping, Sr., Teen Suicide Prevention Symposium,

Junior League of Waco, TX

You presented authentic information that directly related to our current generation of teens. Your presentation highlighted honestly that, "Technology is not part of their life... it is their life." That is a simple, but profound, statement.Listening to your keynote was informative and empowering. Information was empirically vetted and practical strategies or positions were shared to enable principals to take action.

Mark Schultz, Principal, Pioneer High School

 Dr. Hinduja's message is a powerful one. Students are drawn to his personality and connect to him quickly. As he speaks his wisdom, they listen and take note. Adults, too, hear that their influence matters to kids, guiding them to use technology in powerful, kind, world-changing ways. We were so fortunate to have Dr. Hinduja come to our district!

Lynn Hobratschk, Assistant Superintendent of Curriculum and Instruction, Friendswood ISD

• Dr. Hinduja presents information that is relevant to his audience in a way that educates without using fear tactics. His statistics grab the attention of the audience and show situations of which all parents and educators need to aware. Most important is that he suggests realistic techniques to help combat cyber bullying.

Dr. Rosemary Daniels,

Head of The Weiss School

I was so pleased with Dr. Hinduja's presentation at our Cyber Crime conference. "Bring him back" was the overwhelming opinion expressed. He offered a well-planned and well-executed presentation. His passion is contagious. The participants came away with information relevant to their jobs as well as practical solutions to cyberbullying. I would welcome any opportunity to work with Dr. Hinduja in the future.

Denise Dew, MSW,

Conference Coordinator, Children's Advocacy Center of Bristol/Washington County, VA Inc.

Sameer was very insightful. It was clear that much time and consideration was put into his presentation. He had a great mix of facts, real world examples, and resources. My eyes were opened with all that he spoke on.

Conference attendee,

Kansas National Guard

It was a pleasure working with and hearing Dr. Sameer Hinduja's presentation on cyberbullying.

Not only was his information relevant for the group of 13-18 year olds he presented to, his presentation style was very down-to-earth and non-threatening to our students. With this approach, he was able to open a dialogue with them about the proper use social networking rather than patronizing them about it. He also presented to many of our parents who walked away with useful tools to help protect their kids in the cyber world. I highly recommend Dr. Hinduja for any event, his knowledge and demeanor are a perfect combination to be effective across all forums.

Krystal Watson, Orlando

Dr. Hinduja's presentation on cyberbullying was fantastic. I have been looking for more concrete and statistical information on this subject so that I can take the information to the parents of our local schools. Sameer provided that and more. As soon as I left the presentation I ordered his book he wrote with his colleague, Dr. Patchin, Bullying Beyond the Schoolyard. Thanks again for your wonderful research.

Jennifer Hultberg,

Community Educator, Crime Victim Center of Erie County, Inc.

Dr. Hinduja's cyberbullying and cyber safety presentation to the middle school youth in our county was right on target for this age group. His stories and insight hit home with the youth as he speaks their language and knows how they think. He gave clear examples of problems youth are encountering along with easy to use tips that youth can utilize to keep safe. Additionally, his presentation to parents and educators was a real 'eye-opener.' His explanations and stories received high marks in our county as he helped get adults up-to-speed on the latest technology news in regards to teenage communication.

Becky Carlson,

Assistant Director, Center for Prevention and Counseling, Newton, NJ

As a Head of Middle School, I felt it was critical to address the issues of bullying and social media with our community. I came across Dr. Hinduja's work and emailed him to get feedback on some of my ideas. He responded in less than 24 hours and gave me his cell phone number. From that point forward, he has been incredibly responsive and available, not to mention professional and personable. We had the pleasure of inviting Dr. Hinduja to campus last month. He gave 3 distinct presentations: to parents, to faculty, and to students. Each presentation was effective and engaging for the targeted audience. His message of using social media for positive

outcome was communicated as was the importance of adult involvement in the digital life of kids. After each presentation, I received many compliments and our student body is already actively making plans to follow some of his suggestions. I believe our awareness has increased and we, as a faculty, have tangible data to support our initiatives as well as concrete ideas on where to start and what path to take as we do our part to keep our youth safe.

Jennifer White, Head of Middle School,

Emery/Weiner School, Houston, TX

Dr. Sameer Hinduja is an eloquent and enthusiastic speaker. His presentation on cyber bullying was very effective and well received by our employees as he addressed how parents and the community can work together to solve this issue. Sound advice was shared along with an inspiring movie which set the tone for his presentation.

Annabelle Gallois-Bernos, Ph.D.,

Johnson & Johnson Vision Care

I recently attended the Alberti Center for Bullying Abuse Prevention conference, Understanding and Addressing Cyberbullying. I was excited to hear the featured speaker, Dr. Sameer Hinduja share his insights and understanding of this timely and complex issue facing our youth. As a school counselor with many years of experience working with young people, I believe this is one of the most challenging issues we face today. As an anti-bullying trainer, I have utilized Dr. Hinduja's website to illustrate the current data trends in cyberbullying and to link my colleagues to the resources it provides. To have an opportunity to listen to and learn from Dr. Hinduja, in person, was valuable and educational, as well as entertaining. I would encourage educators at all levels to seize the opportunity for themselves.

James Traver,

School Counselor, Gates Chili Middle School, Rochester, NY

• Dr. Hinduja's presentation immediately grabbed the attention of the students in the audience. He does not preach about staying off of social media, but rather he asks students to stop and think about what they are posting online. Students remained engaged and loved using their phones for flash polls throughout his presentation. The content was relevant and current, including a news story from less than two weeks before he came to our school. I am so glad he came to speak to our students.

Allie McDonald, School Counselor, Glenelg High School

I wanted to thank you for information that you provided to us in the presentation on "Sexting." As
a law enforcement professional working in the school system we are seeing a uprise in the
number of incidents occurring with cyber crimes. The information that you provided was easily
understood and showed others in the audience what we are dealing with andwhat can be done to
educate or youth and parents." You most certainly have spent many hours of research that
educated me as well as others in the presentation you provided! Thank you again for the
valuable information.

Adam Heath,

School Resource Officer and Patrol Officer, Abingdon Police Department

This past Tuesday I had the privilege of attending a Cyberbullying Summit where Dr. Sameer Hinduja was the guest speaker. Even as an adult, I was a little apprehensive about sitting at a designated table, staring at unfamiliar faces, wondering how this would all go down, and could only imagine how the teens were feeling. Nonetheless, Dr. Hinduja quickly captivated our attention by asking us to take out our cell phones and respond to his posted question. Immediately I knew I would like this guy because the first thing he did was remind us that technology is here to stay and will only become more a part of our daily routine, in class or not. It's not something we should be afraid of. We live in a time where we should embrace the technology and make sure others know how to use it safely and in a positive way. Not only did I enjoy the manner in which Dr. Hinduja delivered his ideas, but what he chose to speak about was relevant. Without a doubt, I'm sure attendees left the meeting with hearts full, wanting to make a difference, and taking with them the resources to do just that. Thank you Dr. Hinduja, for taking the time to share and make a difference.

Taylor Glover M.L.S., Library Media Specialist, Klein Collins High School

Dr. Hinduja's presentation on school climate and cyberbullying was enlightening and entertaining. I came away with many concrete ways to prevent cyberbullying and building a positive climate in my high school.

Christine Stricker, Journalism and FACS Teacher,

Clayton High School, Clayton, MO

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I had the pleasure of meeting and working with Dr. Sameer Hinduja as part of a Fulbright scholarship award in Ireland. We worked together on improving a Digital Safety programme that I am involved in coordinating and I have to say his feedback was and is invaluable. The research he conducts gives us a true insight into the reality that the youth of today face in terms of social threats. He has such a measured approach towards the topic of Cyberbullying which in this current climate is essential. Too many times we overreact to situations around potential threats. Sameer, however, has the measured and balanced approach to step back and assess the scenario via thoughtful and analytical methods. This results in a measured and calm response with useful help for those involved rather than introducing an emotionally charged response which clouds judgement. I believe we can all learn from him.

Irene Guédan, Digital Safety Program Coordinator, McAfee Ireland (Intel Security)

The presentation was so very helpful to us at Hamburg High School especially in light of the recent the New York State law changes (DASA- Dignity for All students Act). Dr. Hinduja's interactive style kept me engaged throughout the entire conference. I found myself running out of room to take notes on my legal pad because his wealth of knowledge is so extensive. I would strongly recommend attending any conference with Dr. Hinduja. It was truly one of the best conferences I've ever attended out of my 12 years as a school social worker.

Tina LaMendola, Social Worker, Hamburg Central School District

• He really got me thinking and brainstorming! The world is a better place with Sameer in it. Our youth are lucky to have him as an advocate for positive change.

Conference attendee,

Kansas National Guard

 Thank you for sharing valuable information about the relationship between cyberbullying and teens. Working in a middle school, our students are constantly faced with issues connected to Twitter and Facebook posts. As student support staff, we are working hard to help our students manage cyberbullying and assist them in stopping the cycle of bullying. Our school is planning a 'No Namecalling Week' and we will incorporate some of your resources to support our efforts to stop cyberbullying in our community.

Heather Yeo,

Alternative Education Coordinator and PBIS Coach, Dunloggin Middle School, Ellicott City, MD

The State of Maryland was fortunate to receive funding from the Anti-Defamation League to host a one-day workshop for educators on the prevention of cyber bullying. The Maryland State Department of Education jointly hosted the training in one of our local school systems with representatives from all school systems in Maryland being invited. Dr. Sameer Hinduja provided an enlightening and engaging keynote address. He is extremely knowledgeable on the topic, engages his audience, and uses humor to deliver his message on this very serious topic.
 Evaluations from the day rated his presentation highly. I highly recommend him as a presenter. Please do not hesitate to contact me at (410) 767-0311 if you would like more information.

Charles J. Buckler,

Director, Student Services and Alternative Programs Branch, Maryland State Department of Education

I enjoyed your presentation a great deal. I'm glad I attended. I mostly like how you approach the topic without blaming anyone rather encouraging responsibility, kindness and sensibility from all parts. I love that stressed crucial aspects of the issue like creating awareness about the fact that it's a small number of children/people who do this and also that the enemy might not necessarily be an outsider, stranger but a friend or a peer. I appreciate the websites and information, data you provided and also the simple, "common sense", tips for us parents. Often times the little things are the ones that make the difference. I love your perspective in general, I have not heard anyone talking about involving the bullies in the solution rather than blaming or punishing them. It was awesome to see involved in activities that helped raised their consciousness about the harm they were/ could be causing. My son, a 9th grader, was also very impressed with your presentation. He was actually very happy about the way the topic was discussed. He also appreciated that the topic was discussed from a legal, social, educational...point of view rather than just punitive.

Eugenia Almonte,

Carol Morgan School, Dominican Republic

Dr. Sameer Hinduja has pieced together a very informative and professional research study pertaining to cyber bullying, which should be perused by all teachers, administrators, and district supervisors throughout the world. In his esteemed research he offers tremendous insight into and support for the lives of our youth of today. Raising awareness of cyber bullying is a must! Thanks to Dr. Hinduja's work, we move forward to teach the users of technology to use the

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internet more and more responsibly.

Michael Busekrus,

Principal, St. John Vianney School, Kailua, HI

Dr. Sameer Hinduja's authenticity permeates throughout his presentation. He uses networking, real-world situations, and extensive research to shape his content. Without complaint, he tailored his presentation to fit our curriculum needs, and adjusted it according to our time requirements. He came to our training overly prepared and extremely well-organized. Dr. Hinduja has a vast knowledge and real passion for the topics of cyber-bullying and safe social networking, and that was very evident throughout the day. He didn't need any fancy gadgets or tricks up his sleeve to get the audience mesmerized. The flawless way he delivered the information was enough. In fact, months later, I am still getting rave reviews about him. Simply put- when he speaks, people listen. His content is relevant and timely more today than ever. Dr. Hinduja made a huge impact, and given the chance, every single person who attended our training agreed that they would return to listen to him speak again. To highly recommend Dr. Hinduja would feel like an understatement.

Darcy L. Meyer, Lead Child and Youth Program Coordinator, Kansas National Guard

• I attended the Cyberbullying training yesterday afternoon. WOW! it was a real eye opener. Talk about "you don't know what you don't know". I am looking forward to follow-up sessions and more information to use with teachers, parents and students. Your team did an awesome job!

Sharon Broderick Hench,

Principal, H. L. Johnson Elementary School

 Dr. Patchin - Your session was one of the highlights!! Thanks so very much for sharing your work with municipal judges. As I am sure you know, you are a great speaker the audience loved your presentation. We are sure to have you back at a future seminar.

Todd Meurer,

Manager, Municipal Court Education (Wisconsin)

• Dr. Hinduja's session was such an eye opener for me because it made me realize that school attendance is not just a simple problem. There are so many complex aspects of why children do

not come to school daily. The session on cyberbullying put school attendance at a much deeper level for me. Based on what I learned my colleagues and I are in the process of preparing forums for students, parents, and school staff on the topic of cyberbullying. This is an important topic that all need to be aware of. We don't want any more innocent youth hurting themselves or taking their lives because of this. Thanks Dr. Hinduja you are truly a genius in this area and I'm sure your research has helped a lot of kids and will continue to help them in the future.

Dr. Tanya Williams,

Coordinator of Attendance and Truancy, Baltimore City Public Schools

I appreciate you taking the time to present to us at the Safe School Institute. The information you brought was extremely eye opening. I have known about cyberbullying; however, I did not realize the extent to which this is happening. As an administrator it is important to understand what is going on with our students. You gave me a better understanding so that I am better prepared as this new year begins.

Sherri Graham,

Assistant Principal, Loggers' Run Middle School

Dr. Sameer Hinduja recently presented two workshops at our Bullying Prevention and Intervention Conference to an audience of almost 350. The attendees were school administrators, educators, and counselors, as well as community mental health representatives. The presentations went above and beyond our expectations. Dr. Hinduja is a highly skilled and extremely knowledgeable presenter that is able to actively engage his audience while sharing his expertise regarding teen technology use and misuse. Dr. Hinduja designed and executed both presentations after communicating with our committee to ensure our expectations for content and methodology were met. We highly recommend Dr. Hinduja and look forward to his continued support.

Colleen O'Brien, Program Coordinator and Conference Co-Chair, Retired School Administrator

Worchester, MA School District

Dr. Sameer Hinduja educated Williston students on Tuesday (and a gathering of parents the evening before) about the clear and present dangers of teenage use of social media. An expert in his field, Dr. Hinduja's deceptively youthful appearancegained him quick credibility with our students—a hip college professor connects well with those in middle and upper school. One

aspect of his message was not especially new: Electronic postings last a lifetime even if "taken down" from original sites. Yet the advice he gave students was newly framed for them. Dr. Hinduja also focused as well on the world of cyberbullying, interspersing his lecture with YouTube videos made by teens who have suffered from the humiliating effects of campaigns waged against them.

Robert W. Hill,

Head of Schools, Williston Northampton School, Easthampton, MA

In looking for a featured speaker for our annual conference, I immediately thought to contact the Cyberbullying Research Center as it has become my "go to" place for the latest research and practical information on cyberbullying. Sameer Hinduja's presentation to our diverse audience of educators, law enforcement agents, and social service providers was informative, engaging, and extremely well-received. Participants across the board rated the presentation as Excellent" (with some people putting several stars next to their ratings), praising Sameer as being knowledgeable, passionate, genuine, intelligent, and practical. We loved the balance of research, analysis of relevant legal cases, text polling, videos, and practical solutions focusing on creating a positive school climate. The only downside is that he is going to be a hard act to follow in our future events!

Amanda B. Nickerson, Ph.D.,

Director, University at Buffalo's Alberti Center for Bullying Abuse Prevention

• Your seminar presented incredibly important information and all of the participants walked away with a deeper understanding of cyberbullying, ways to help prevent it, and ways to address and respond to it with students. All of the evaluations were very positive and said the information you presented was meaningful and worthwhile to know. The teachers will use the resources you provided them. Your outreach to help in cyberbullying situations that might arise went above and beyond, and we truly feel grateful to know that we have an advocate in the community.

Lynne Lieberman, Senior Director,

Friedman Commission for Jewish Education of the Palm Beaches

 We had a wonderful day, extremely informative; each presentation was tailored for the audience. The Lower School Presentation was very engaging; there was great student participation.
 Students connected with the presenter and with his use of a variety of user-friendly headings and subheadings prior to talking about the topic. The parents walked away from their session with valuable information; we could easily have had an additional hour or two for dialogue and the

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exchange of thoughts. The Middle School was also full of energy. The students were enthusiastic and participated in various questions; they also left with an increased knowledge base. The Upper School was great; the majority of the students were captivated by Dr. Hinduja's knowledge, information and wit. The flash polling was exceptional; it was a very interactive touch for the students with insightful questions and answers. The Faculty & Staff Session was also very productive; he covered data, statistics, various categories of bullying, relational aggression, choices, decision-making, and connections to cyberspace as well as providing websites with a wealth of information for parents and faculty. The entire day was an outstanding presentation, filled with high energy and a wealth of information!

Theo Stephenson, Director of Counseling,

St. Andrew's School

Sameer...Thank you...such a pleasure to meet you and have you participate in the evolution of our youth. As I reflect on the day's events, I am reminded of the words of one of my teachers,
Miriam Dior. Her work is guided by the simple principle of "spirit, take me to where I am needed." I believe that your work is about this in the purest sense. I am inspired by your compassion, passion, conviction, and authenticity embodied in your work and being. I appreciate your seeming fearlessness about the subject matter regardless of your audience. Our work (U32's) is to evolve from this day of information and move forward in a meaningful way. I hope that we can continue this journey with the same optimism that you emulate. Our work, in my being, is always for the current and future generations.

Ellen Cooke,

School Counselor, U32 Schools, Montpelier, VT

I personally had the opportunity to observe Sameer Hinduja speak at the University of Pennsylvania in the spring of 2010. His presentation was the most comprehensive and on target resource that I have found on the topic of cyber-bullying. His doctrine is supported with a strong research base as well as a youthful perspective. His philosophical approach on how to deal with cyber bullying makes sense. He provides convincing evidence and insights that will ignite a paradigm shift on one's approach to addressing cyber-bullying.

Dr. Detrick McGriff,

Haverford High School, Philadelphia, PA

Sameer Hinduja came to speak at our Annual Victim Services Conference in Wyoming and

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highlighted many interesting and relative topics. The information presented was interesting, useful, and Sameer presented in a way to make sure we not only learned information but enjoyed the presentation with laughs as well. Many people enjoyed his presentations very much and have asked him back for future presentations.

Randi Losalu,

Victim Services Coordinator, Cheyenne, WY

Dr. Patchin, wow, what a tremendous presentation!!!! Such energy and passion you have for protecting children. The remarks and evaluations for your class were through the roof. I can definitely see us asking you to come back and present again.

Les Kerr,

Unit Chief, Law Enforcement Relations Unit, United States Attorney's Office, Western District of Missouri

Sameer speaks with passion and purpose as he brings to light the realities and dangers of cyberbullying among our children today. He articulates the urgency of reaching the bullied with the truth that they are loved and valued, while also wisely discerning the need to gracefully shepherd the bully into moral living. He equips his listeners with valuable tools, strategies, and practical resources to better identify and understand the social context of cyberbullying and to protect the children in our lives.

Corrie Freeman,

Volunteer Church Youth Leader

Dr. Hinduja's workshop on cyberbullying was one of the highlights of our first-ever Answers Summit. Numerous contributors mentioned to me that they found the presentation insightful and appreciated hearing from one of the foremost experts in the field. If we knew that our contributors would have so many questions for Dr. Hinduja we would have increased the time allotted for his workshop. Not only did Dr. Hinduja educate our community about the issue of cyberbullying but he provided pertinent real-life examples of the practice and offered suggestions for combating the problem. I would recommend him to any online community which would like to stop this destructive behavior.

Matthew Crowder,

Community Coordinator, Answers.com

I truly enjoyed your talk in Atlantic City, Dr. Hinduja, and I was thinking of you yesterday. A group of middle school students had created a skit about exclusion, and the counselor made it available for all of the classes to view before their classroom meetings. One of the sixth graders, who has Cerebral Palsy, volunteered to act as the victim for the skit. The students could see the skit multiple times, and analyze the behavior of the bystanders. It was a roaring success. Next week, the students will be presenting a video about the difference between tattling and telling. I also have placed my Cyberbullying Trustee sign prominently on my office door, as well as on the podium of the school library. I have had a surprising number of adults approach me about internet security and social networking since the conference. I gave a lesson to the sixth grade about online publishing using the materials on your website. Even though that particular class has approached me often with defiance, they did seem to appreciate the information, dropping their attitudes and asking thoughtful questions. Thank you for all of your efforts to provide information about cyberbullying. You are a true hero.

Karen E. Tierney, Librarian, Saint Timothy School

Thank you Sameer for the very informative and engaging presentation on cyberbullying and practicing positive online behaviour. After an hour of speaking, Sameer still had full attention from just over 900 high school students. His presentation provided not only real life examples of online behavior and bullying, but also included Sameer's own personal experiences, which the students could very much relate to. One of many responses from the students included the following, "I want to be a speaker when I'm older and encourage kids to not cyberbully just like Sameer."

Lyndsey Pankratz, Project Manager of "I Am Stronger",

SaskTel, Regina, SK, Canada

Thanks, Sameer! Our students and faculty have all responded very positively. The kids were especially appreciative of the fact that you are not "anti-technology" but instead helped them to think about the positive and appropriate ways in which technology can and should be used. Our faculty was also appreciative of your presentations, your straightforward approach, and the way in which you timed things within your presentation (for example, the use of flash polling) in order to maintain the attention of the your audience. I will definitely be in touch in the future and look forward to working with you again.

Chad A. Green, Dean of Students,

St. Paul's School, Concord, NH

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 This was the most useful workshop I have attended in 13 years as an educator. The information about cyberbullying was current, relevant and engaging. Dr. Hinduja's delivery style is easily engaging and authoritative about this subject matter. The workshop inspired me to create a workshop for my staff and students about this important and unfortunately very real topic.

Kim Hemingway,

Flagstaff High School Counselor, Flagstaff, Arizona

I value instructional time so I allow very few assemblies or guest speakers. Sameer was recommended to us and after doing our research we felt he could fill in a gap for us. We are constantly telling our students about cyberbullying, social media, and the implications for years to come. Students just turn us off the minute we begin to speak about their cell phones, just like they turn off their parents. Sameer was able to bring a level of awareness to the students by actually allowing them to anonymously answer questions using their cell phones during the assembly. This real-time data allowed them to see the attitudes and behaviors of the entire student body - not national data or state data - which brought it home to them. I received lots of comments from the students about the impact this presentation made on them. Thank you Sameer!

Dr. Mary Rouse, Principal, Tennessee High School

I just wanted to thank you for your important and timely presentation you gave today. I have an 8th grader who just got a twitter account and a senior who will be off to college next year. They both commented on what a great presentation it was and what a great speaker you are! My senior heard you previously. His comment about you is, "He's sick!" Thanks again for your important work and research!

Parent,

Eau Claire, Wisconsin

I have been to so many conferences on the topic of "Bullying". So often they are riddled with data and legalities. You, Dr. Hinduja, are the first speaker that truly pulled in the human element. I applaud you for that. Yes you gave the research, but you also gave us hope that a school climate could be achieved that would make it difficult for unfair treatment of others to exist. My colleagues and I all agreed we would have stayed for hours more at the conference because you

were that fantastic! Thank you!

Rebecca Nahrebeski, Social Studies Teacher,

Hamburg Central School District

 Dr. Patchin's presentation and resources on the topic of cyberbullying are the best I've seen on the topic. His work ismuch more effective than the typical "Internet safety" program in that he focuses on cyberbullying, a common occurrence among students, instead of deflecting the discussion to blame technology or highlight the edge cases of sexual predators. Dr. Patchin is right up there with danah boyd and Nancy Willard in his knowledge, experience, and passion with the topic of youth and technology. He has a great presentation style with a ton of great information to share.

John Pederson,

Educational Technology Liaison - WiscNet

The Meadowbrook School of Weston, Massachusetts is grateful and appreciative of the half day • you spent with our children and faculty. You offered three completely different yet equally effective workshops on cyberbullying and on-line safety (among numerous topics). The parents unanimously commented to me that your presentation was the best they had attended in this area. Your talk with them was factual, informative, poignant, supportive and emotional. Your presentations to our children in grades 3, 4 and 5 and then again to grades 6, 7 and 8 were equally informative but uniquely tailored to each age group. Additionally, you were authentic in your presentation and very personable, witty and caring. You captured their attention, ignited their interest and fostered instantaneous believability with all of them. The level of questioning from them indicates the level of trust you earned with them. At the end of three workshops you gave freely of your time in the faculty room so that you could be a resource to teachers seeking greater understanding and clarity. Bringing you to Meadowbrook was a stroke of genius and already there is a clamoring for return engagements. Thank you for your passion in this area, for educating our parents and teachers and for passionately striving to make our children safe. I can't wait to have you return to our campus.

Steve Hinds,

Headmaster, Meadowbrook School, Weston, MA

• Your presentation was the most informative presentation I've heard on the behaviors today's students are subjected to. Your objective, calm and thorough summary of the pervasive reach of cyberbullying in the lives of our children was instructive. Teachers, school board members and

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parents who are not aware of the complexity of this topic would benefit from hearing your presentation.

Debbie Martin,

Human Resources, Brooks School

Dr Hinduja's presentation is engaging and meaningful. He combines detailed research and captivating videos with practical applications for schools. After hearing him speak, I return armed with wonderful resources and an action plan for our district. Thank you Dr Hinduja for doing all your hard work and for sharing. Your work touches the lives of many!

Carol Bartolac, District Coordinating Teacher for Technology, Blue Valley School District #229, Overland Park, Kansas

I had the opportunity to hear Dr. Hinduja present at our Safe Schools Conference in the fall and I knew it would be an excellent opportunity for my students, staff and community. I invited him to my school to share his expertise with our students during two different presentations and he was available for a teacher roundtable and a community meeting in the evening. He shared real world experiences, data and made connections for the students and parents highlighting the importance of internet safety and etiquette. His passion for cyber-safety and his ability to relate to students, teachers and parents made the presentation extremely valuable!

E. L. Mitzel, Jr.,

Principal, Pikesville High School

Dr. Hinduja's presentation was informing and enlightening. His research and knowledge provided me with some immediate tools and resources to take back to my school. The coolest part was the live text survey. I've got to learn how to do that at my next conference!

Carletta S. Hurt, public charter school educator, Washington, DC

150 parents from Mahwah attended Dr. Hinduja's presentation. His presentation was professional and informative. It wasvery helpful. He gave good advice on how to communicate with our children and to be aware of the dangers on the internet. He provided us with the resources that we need to assist us as parents in dealing with some of the dangers of social networking.

Carolyn Blake,

Mahwah, NJ

 Dr. Sameer Hinduja was the perfect keynote speaker for Auburn University's 2016 International Anti-bullying Summit. His sessions encompassed solid research, social media bullying intervention, school climate improvement strategies, and character building—all topics of tremendous interest to attendees that included educators, counselors, social workers, students, and law enforcement personnel. He engaged the audience during the Keynote by conducting short on-the-spot surveys about bullying prevalence in the audience's own environments. He was highly knowledgeable as well as warm and accessible. Thank you, Dr. Hinduja!

Linda Dean, Truman Pierce Institute, College of Education, Auburn University,

At a time when technology has become the lifeline for our kids, Dr. Hinduja's eye-opening, educational presentation on cyber bullying, social networking, and online safety is critical for teachers, parents, counselors, and anyone who deals with children.

Wanda W. Finnie, Esq.,

Special Projects Administrator, Miami-Dade County Juvenile Services Department.

Sameer Hinduja's presentations were a resounding success at CCDS; they were worth every dollar we spent to bring him to our school. In an intense morning, Sameer gave three distinct and powerful presentations. While the subject was the same,Dr. Hinduja skillfully tailored his presentation for each session – parents, high school students, and middle schoolers – in a way that was engaging and informative. Students loved the real time polling and real life examples.Conversations carried on for days after Dr. Hinduja left campus. The Cyberbullying Research Center and Dr. Hinduja are terrific resources for anyone who works with adolescent students and their parents.

Stephanie Luebbers,

Head of Upper School, Cincinnati Country Day School

 I recently attended a Cyberbullying Prevention presentation by Sameer Hinduja. I found the presentation to be highly informative and engaging. Sameer presented information on the various ways students are using technology to bully/harass one another and the dangerous and lasting impacts this can have on children. His presentation style is engaging and I would highly recommend him as a presenter for adults but also for middle school and high school students. His message to teens is powerful and one that needs to be heard by as many teens as possible.

Karen Breslawski, LMSW, Student Assistance Program Coordinator, Brockport Central School District, Brockport, NY

 Sameer's presentation was excellent! He tailored it to meet the needs of our varied audience members, which included parents, school staff, school administrators, and law enforcement officers. Sameer is extremely knowledgeable about bullying/cyberbullying and he has excellent presentation skills. In addition, he is very personable, organized, flexible and punctual. The Chester County Intermediate Unit would absolutely call on him again should the need arise in the future - he's awesome!

Tonia Farnum, Communications Manager,

Chester County Intermediate Unit

 Dr. Hinduja was right on target with his presentation. He used media and real world examples to keep things interesting, and his personal testimony helped me connect with his presentation even more. This was a wonderful training!

Conference attendee,

Kansas National Guard

Dr. Hinduja's presentation was just what we needed. He did an excellent job of connecting with our 650 middle schoolers; he spoke their language and got the message across that quick electronic messages can have a lasting impact on others, as well as on one's own future. His evening presentation with the parents was especially informative. With visual aids and handouts, Dr. Hinduja did an outstanding job of covering the world of social networking sites and then responding to their questions and concerns. Overall, we were very pleased, and are even talking about having him come and speak again some time.

Tammy Stamm,

Assistant Head of Middle School, Pine Crest School, Boca Raton

• The handouts, Q&As, and use of the big interactive screen were very helpful. These guys were to the point, did not waste our time with fillers, and left us with enough curiosity to go home and

search out these sites to become familiar with them. We NEED to stay in step with our teens and adolescents as they mature into young adults.

Janelle Taylor,

Social Worker, Tift County

Sameer's presentations to students, faculty, and parents were all well-received. Students felt they could relate well to Dr. Hinduja. He understood the significance of technology in their lives and was respectful of them. He was funny and charismatic and connected with the kids appropriately. Sameer was able to deliver his message in a way that was accessible to all. One student compared the presentation to a similar one at her previous school and said that Sameer's was so much better because he understands and relates to adolescents so well.
Probably the greatest testimonial to the effectiveness of his message is that students and faculty related that they checked and changed their Facebook settings and culled their friends list as a result of the assembly. Parents were very thankful to receive information in a way that could open up communication channels with their children. Sameer does not use scare tactics but simply presents the challenges and opportunities of social networking in an authentic and accessible way.

David Rost, Dean of Students, Concord Academy

I just wanted to thank you again for your excellent presentations to our students, teachers and parents. Your information was so helpful. Many students in the Middle School learned new information and had great discussions after they heard your presentation. The Upper School students' feedback was complimentary – the 12th grade Lead Advisor told me that in some discussions students said that they "cleaned up" their Facebook pages after hearing you. They also appreciated your tone with them – they said you talked to them as "one of them" and were not "preachy." Also, they felt open to receive your information because you knew what you were talking about. Your presentation was one of the most well received, across all groups, of any that we have had at our school. You receive my highest recommendation. Thank you again.

Rita Feild,

School Counselor, Palmer Trinity School, Miami, Florida.

Thank you so much for the thoughtful and engaging conversation you lead with our students
 yesterday. I heard from many parents that kids went home talking about the presentation last

night. I can't wait to hear what the teachers say as they regroup on this topic next week. You truly made an impact and added another dimension to our Digital Citizenship program. I appreciate the time you took with the kids to individually answer their questions and the respect you showed for their concerns. I equally enjoyed the evening presentation for parents. You were spot-on with topics facing our community. What you do for our society as a whole is truly a blessing. Thanks for sharing your passion with the world and being a roll model for kids and adults alike!

Tanna Horner, Head of Lower School,

The Out-of-Door Academy, Sarasota, FL

• Sameer Hinduja is a brilliant and engaging speaker. Our participants found his sessions to be both informative and enjoyable. We would definitely recommend him to others and look forward to working with him again!

Jennifer Lowton,

Director, Greater Manchester Professional Development Center, Manchester, NH

 Listening to Dr. Hinduja speak was both engaging and informative. The topics that he addressed are highly relevant. As a high school teacher, I see the significant impact that technology has on the lives of our students. What I learned from Dr. Hinduja has provided me with a basis of information to use as I begin to work with other staff at my school to develop and implement programs to teach our students how to use technology ethically and act as responsible cybercitizens.

Shawna Sache,

Teacher, Rick Hansen Secondary School, Abbotsford, B.C.

Your seminar on Cyberbullying was one of the best seminars that I have attended in several years. The information was very pertinent to my middle school students and very up to date. This made the seminar very relevant. Also, that fact that you allowed us plenty of opportunities to ask questions and have discussions on the different topics you were talking about. You treated us all like professionals, with respect.

Barbara Zarzycki,

Mohave Valley Elementary School District

• Sameer Hinduja's presentation on cyberbullying was relevant, fresh, and engaging. In a large

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group he was not only able to be interactive, but gave useful information for educators to take back and use with staff, students and parents. I left the training with an excitement about implementing new ideas on how to make this a reality in our district and could not wait to share what I learned with other educators!

Christine Baker, District Counselor,

New York area

This one of the most important conferences that I have attended. Sameer presented the information that is current and understandable. The presentation was extremely interesting and the information shared will help us put at better plan together for our district regarding bullying and cyberbullying. Thank you for being so passionate about this topic.

Susan Moore, Technology Coordinator,

Lewis Co. C-1 School District

While at the National Girl Bullying Conference I attended the "Cyberbullying Among Adolescent Girls" general session. Dr. Hinduja's was very humorous, laid-back but yet very informative. I appreciated his speaking approach because it kept me alert and I was not bored with statistics. He is very knowledgeable and passionate about his work. It instantly inspired me to learn as much as I can on the topic, which is why, I immediately changed my schedule to be sure I attended his "Safe Social Networking and Adolescent Girls: Best and Worst Practices" session.
Although I was aware of cyberbullying I was taken aback by the statistics of the common practice it has become, age of victims and aggressors, but most of all the intensity of the abuse. I appreciate the generosity of allowing us to access his free resources; it is a great help in implementing education and change amongst our youth. I walked out of the sessions with a new way of looking at combating the problem: technology is not the enemy but has to be our ally. I look forward to going back and building our blogs and chat rooms for our groups!

Elvia Pace, Mi Carrera Coordinator, YWCA San Antonio

Thank you for sharing your expertise and your research on Cyberbullying with the District Safety and Security Directors at the March Statewide Meeting. Your presentation was most relevant to the audience of both law enforcement officers and educators. As a matter of fact, it served as a catalyst to begin the necessary dialogue needed between all agencies so that we can address the most potentially dangerous behaviors that occur all to often in our schools and communities.

You communicated most eloquently and so effectively, the importance of being skillful with technology, so that we can responsibly understand and monitor the online environments of our youth. We hope that you will accept our invitation to attend future meetings. Our future forums will be designed so that we will share the unique best practices and lessons learned that relate to the Cyberviolence incidents we experience in our respected roles.

Kim Mazauskas,

Bullying Prevention/Intervention Coordinator, School District of Palm Beach County, Florida

 Dr. Patchin came to our school and community and presented to our 3rd-12th grade students, staff, and community members. His knowledge is vast and he has a way to relate to all ages of students, staff, and parents in his knowledge of cyberbullying and beyond. His examples were super and his stories were priceless and hit close to home to all involved.

Teacher,

The School District of Lee County thanks Dr. Hinduja for an outstanding workshop on cyberbullying. The audience included school and district administrators, attorney for the schools, school resource officers from law enforcement agencies, teachers and counselors. He provided exceptional information to a group that had a variety of needs without losing any of his audience. By using a mixture of powerpoints, videos and group activities, he kept everyone engaged, on task and communicated a wealth of pertinent and timely information.

Jean Campbell,

Coordinator, Safe & Drug-Free Schools, School District of Lee County

We were fortunate in Nassau County, Florida to bring Dr. Hinduja to our middle schools as part of a Learn 'n Serve grant. After meeting with students in classrooms, club meetings and assemblies, Dr. Hinduja was able to bring our county's dialogue about cyberbullying to a different level. He was flexible about the setting he spoke in, the size of the audience he spoke to, the time he was allowed to present in, and the busy schedule required of him. Administrators appreciated having a copy of his book as a resource, students appreciated his real world cyber experiences, and I appreciated his passion for and expertise of his subject. Keep up the good work, Dr. Hinduja! Your message is going to continue to be relevant for youth, teachers and administrators for years to come.

Kim Clemons,

Project Manager, Office of Intervention and Prevention, Nassau County School District

Your presentation was exceptional, the audience raved, and words of appreciation are continuing to pour in from the attendees. Personally, I loved it! You introduced and presented the new and up-to-date information on computer programs and social networking sites that attract young people. You talked about the importance of influencing school climate and approaching it with a positive spin. You stressed the importance of communicating to young people and shared some strategies in talking with children about on-line safety, social networking respect and general, common courtesy, like what takes place "in the Hinduja household." The sharing of your personal stories made it easy to relate and identify with you. The presentation was interesting, interactive and jam-packed with bullying and cyberbullying prevention tips. We thoroughly enjoyed texting back responses and the videos viewed to stress a point. Your support and involvement throughout the process in putting this presentation together was generous and kind. You promptly responded to all questions and concerns, assisted in rearranging chairs to help make the room more conducive to the presentation, and offered your professional assistance in the

future if a concern arises. Additionally, you read the audience very well, sensing best when to offer a break and when to move to the next topic. Thank you for a top-notch, comprehensive and inspiring presentation that helped to educate and support kindergarten through high school parents, educators and community involved residents.

Lori Butera,

School District 26 Family Advocate, Bayside & Queens, NY

• I found your presentation insightful, informative, and eye opening. I recommend anyone who can attend this workshop should attend. You will not regret attending this session.

Deborah Washington,

Family Liaison at Aurora West Academy with Aurora Public Schools, Aurora, CO

My principal and I saw you a few years back. Recently my daughter, a 7th grader, came home and spoke of your presentation. First of all she doesn't share much about school so the fact she shared this was impressive. Secondly, it sounded like your presentation was very concrete and realistic - "I know you are going to do this so here's how you can and still be safe" was the message that my daughter took away. I shared this with our school's safe culture committee and they are interested in hearing how we can get a similar presentation at our school.

Mother of 7th grade girl in Wisconsin,

When it comes to the subject of cyberbullying, Sameer is a "rock star." He not only knows this subject inside out, but is able to share his knowledge and relate to his audiences on an amazingly human level. Our high school peer trainers not only walked away with the tools to address and counter cyberbullying......they walked away feeling as if they had made a friend. A good one! We are already planning on bringing Sameer back to Arizona.

Bill Straus, Arizona Regional Director, ADL

I attended a Cyberbullying Conference at the University of Penn on April 27, 2010. Before arriving, my expectations were not that high as I anticipated hearing the same message that I have heard at other conferences on this issue, "The Internet is dangerous," "Protect your kids – limit their usage," "Don't let them use Facebook." However, within a few minutes of hearing Sameer speak, I was encouraged that the message he presented was going in a different direction. He was not trying to "taint" the Internet or discourage it's use. Rather, he promoted the importance of open dialog with our children and education on proper use. He highlighted the need for adults to be "safe havens" where children feel they can go when a problem does arise on the Internet, without the fear that they, as the victim, would be punished by losing their access to technology. He didn't only talk about cyberbullying as being a problem, but he offered solutions. Good, applicable guidelines that educators, parents and students alike could implement. I appreciate the work he is doing in this field and his willingness to share many resources -for free – with others. I left the conference with a renewed sense of hope in being able to offer valuable feedback and resources not only to the youth and families that I work with, but to my own family as well.

Elizabeth J. T. Valdez, M.Ed., N.C.C., L.P.C.,

Student Assistance Program Consultant, Pennsylvania Counseling Services

• What an enriching experience you provided our Pyle community during your recent visit here. I really appreciate how you open yourself up to everyone in each audience you are with and break down information with a candidness, realness, and undeniable coolness. You really rock and are making a difference in this world!

Rebecca Bloom, M.A., LGPC, NCC, NCSC, Counselor and Program Specialist, Thomas W. Pyle Middle School, Bethesda, MD

• I attended your seminar today, and it was wonderful!!! I loved all of the videos and ideas that you

.

•

shared. It is obvious that you really care about this topic and want to spread the word about how to prevent bullying and to educate others to be more knowledgable in this area.

Julia Dooley,

Rockwood School District, Missouri

 Dr. Hinduja's presentation on cyberbullying did a great job of outlining issues caused by new technologies. School professionals need to be aware of the problems so that they can be addressed in an appropriate way. Dr. Hinduja had great suggestions for both prevention of problems and steps to take when problems occur.

Greg Galtere,

Principal, Boyertown Junior High West, Boyertown, PA

I was so impressed with the extensive knowledge and level of caring exhibited by Dr. Sameer Hinduja during the recent Cyberbullying Series I attended. I was shocked to learn of the increasing prevalence of this form of bullying. The information presented was interesting, useful and is an invaluable tool to protect and assist our students in this ever-changing digital world. I know I will find the resources offered helpful in developing a climate of tolerance and understanding within the teaching community as well in my personal interactions with teens.

> Beki Perkins, Operator, SafeWay Driving Centers

Dr. Hinduja delivered a wonderful presentation that was very informative for the parents of our school community. Our parents walked away with a deeper understanding of cyberbullying, appropriate use of social media, and how, as parents, we can address and help guide our children. Dr. Hinduja spoke with passion and brought to light the reality of cyberbullying, and the dangers and advantages of technology. We were very fortunate to have him present to our parents and look forward to his visit with the Middle School students later this year.

Jeanne del Vecchio, President,

Lower School Family Association, Pine Crest School

 I felt Dr. Sameer Hinduja was a great speaker. He not only knew and understood the cyber/crime world, but he understood children and that was great! I did walk away from this workshop with ideas to bring back to my school/campus, and I am working on putting some of the ideas in place at my school.

Amy Immekus,

Sullivan High School, Sullivan, MO

Dr. Hinduja was amazing! His expertise and delivery were exactly what we were looking for. His keynote speech and breakout session got excellent reviews from the teachers, counselors, psychologists and parents that attended our summit. The presentation was thought provoking as well as practical. Dr. Hinduja also led a student leaders presentation for 150 students from private and public schools. His examples, videos and experiences made a real difference. A 12th grader approached me after the workshop and said: "I will never look at this behavior the same way again." She then went on to lead a student assembly for her whole school.

Maribel Gonzalez, Puerto Rico

 I was shocked at the statistics presented to us and was unaware how prevalent cyberbullying is today. The conference was very informative and I feel I am much better prepared to face this issue in my classroom.

Maria Valencia, Northern Arizona University

Books

Home - Cyberbullying Research Center

Bullying Today: Bullet Points and Best Practices

Bullying Beyond the Schoolyard: Preventing and Responding to Cyberbullying

A Leader's Guide to "Words Wound"

Words Wound: Delete Cyberbullying and Make Kindness Go Viral
Cyberbullying Prevention and Response: Expert Perspectives

School Climate 2.0: Preventing Cyberbullying and Sexting One Classroom at a Time

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Sameer Hinduja, Ph.D., study author, a professor in FAU's School of Criminology and Criminal Justice in the College for Design and Social Inquiry, and co-director of the Cyberbullying Research Center. Credit: Florida Atlantic University. Adolescents (read more...)

Bipartisan Group Of Senators Introduce Revenge Porn Bill - The Daily Caller

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In fact, 93 percent of victimized people said they have suffered significant emotional stress, according to the Cyberbullying Research Center. Another 49 percent said they have been stalked or harassed online by users who have viewed the intimate material.and <u>(read more...)</u>

A Dangerous New Twist on Cyberbullying - U.S. News & World Report

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"We define 'digital self-harm' as the anonymous online posting, sending, or otherwise sharing of hurtful content about oneself," said study lead author Sameer Hinduja. He co-directs Florida Atlantic University's Cyberbullying Research Center, in Boca (read more...)

Startling Number of Teens Cyberbully Themselves - HowStuffWorks

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Sameer Hinduja is co-director of the Cyberbullying Research Center and a professor of criminology and criminal justice at Florida Atlantic University. He conducted the digital self-harm study with Cyberbullying Research Center co-director Justin (read more...)

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by Larry Magid

This post first appeared on Forbes.com The Family Online Safety Institute

(FOSI) convenes its annual conference on Thursday, when internet safety experts from around the ...



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The Parent's Guide to Educational Technology



The Parent's Guide to Roblox



The Parent's Guide to Google Family Link



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A Parent's Guide to Kik



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A Parent's Guide to Cybersecurity



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BULLYING AWARENESS GUIDEBOOK:

STUDENTS STAYING SAFE IN SCHOOL

In recent years, nearly 30 percent of American schoolchildren have reported being a part of bullying, either as the bully, victim or bystander, accounting for 5.7 million children throughout the nation. While those numbers are staggering enough on their own, other reports found that 64 percent of children who were bullied did not report the abuse.

Meet the Experts



Dr. Ben Michaelis

Dr. Michaelis is a clinical psychologist in full-time private practice in Manhattan and a visiting scholar at Columbia University. He writes and speaks regularly about mental health, creativity, spirituality and motivation, and he is a popular blogger on Huffington Post and Psychology Today and a frequent guest on the Today show and Fox News. Dr. Michaelis is the author of <u>Your Next Big Thing</u>: <u>10 Small Steps to Get Moving and Get Happy</u>. You can get the 1st chapter of his book for free at his website. You can also find him on Facebook (drbenmichaelis) and Twitter @DrBenMichaelis.



Dr. Steven C. Schlozman, M.D.

Dr. Schlozman holds many distinguished titles: he is currently an Assistant Professor of Psychiatry at Harvard Medical School and also serves as the Associate Director of <u>The Clay Center for Young Health Minds</u>. He is the Course Director in Psychiatry and Psychopathology for the Health and Science Technology Program at Harvard Medical School and MIT. If these titles weren't enough, he is also a Staff Psychiatrist and Consultant for the Pediatric Solid Organ Transplant Team.

Introduction

Bullying is a serious subject, with short and long-term implications for both the victim and the bully. The guide below brings awareness to numerous types of bullying and who may be targeted, while also providing guidance to students, parents, educators and school professionals on how to prevent and stop this debilitating public aggression. Special attention is given to cyberbullying, an ever-growing issue for today's generation.

Defining and Understanding Bullying

As defined by the American Psychological Association, bullying is a type of aggressive behavior that takes place when someone intentionally causes someone else discomfort on repeated occasions. Within this framework, bullying can be seen through physical, verbal or social hurt.

Physical bullying involves contact with another person or their possessions and includes hitting, kicking or pinching another person, spitting, tripping or pushing them. Other forms of physical bullying are destroying possessions or making inappropriate or mean gestures.



Verbal bullying is defined as any words used to cause pain or harm. Examples include calling someone by a rude name, making inappropriate or sexual comments, teasing or taunting, or making a threat.

Social bullying, which can also be known as relational bullying, revolves around endangering another person's relation to their community. This type of bullying may take the form of ostracism, spreading rumors, causing public embarrassment, or telling falsities behind someone's back.

Types of bullying reported by those who've been bullied:



Teasing vs bullying, what's the difference? Is it ever ok?

While the person doing the teasing may think there's a difference between it and bullying, they may be the only one to think so. Psychology Today notes that often, the person being teased and those witnessing it often find the line between the two blurred, or even nonexistent.

5^{the}'s

Bullying In-depth: The 5 Ws

WHERE does bullying happen?

Bullying can happen in a variety of settings, but the highest occurrences are places where there are lots of children and less adult supervision. Prime locations for bullying include the playground, lunchroom, bathroom, bus and other areas where there is less structure. The bus is a prime example, as drivers have limited abilities to observe the children or to dissuade intimidating behavior. This is also the reason why cyber bullying is a growing problem, as children are often free to roam the Internet with less oversight.

WHY does bullying happen?

While bullying can occur for many distinct or individual reasons, for the person doing the bullying, it is often rooted in feelings of jealousy, fear or distrust and paired with the

need to be cool or popular.

Bullies may feel their behavior will make fellow students respect them or think they are funny, or they may not be held accountable for their unacceptable behavior by their parents. Conversely, students who experience verbal, physical or mental abuse at home frequently emulate this behavior as a way to channel their anger and vulnerability.

WHEN does bullying happen?

Bullying statistics in America show that approximately 28 percent of school children are bullied on a regular basis, yet bullying is more prevalent in some ages than others.

• A 2015 report by NoBullying found that over 44 percent of middle school students have been teased or called names, while 27 percent reported being threatened by classmates.

• The National Center for Education Statistics found that while 37 percent of six graders report being bullied, only 22 percent of students in their final year of high school faced abuse at school.

WHO does it happen to?

Race and ethnicity are contributing factors, though research suggests minorities tend to experience similar levels of bullying, regardless of their ethnicity. Hispanic, African American and Latino children all reported higher than normal levels of unfair treatment. Within gender and sexual identity, students who identify as lesbian, gay, bisexual or transgender (LGBT) are at a much higher risk for being targeted:

NoBullying found that 3 percent of LGBT students missed at least one day of school in the past month because they felt unsafe, while 10.6 percent missed four or more days in the same timeframe.

WHAT does bullying look like?

Bullying can sometimes be difficult to pinpoint, given the range of forms it may take. While all children may be prone to mischievous or mean behavior at times, WebMD notes one of the defining features is repetition. Typically bullying is not an isolated occurrence, but rather multiple abuses of the same subject. In some cases, this behavior can even take on the form of a "campaign," as students doing the bullying become focused on taking down a classmate and enlist the help of other bullies or followers to assist in their mission.

In addition to face-to-face aggression, today's students are also much more likely to come in contact with cyberbullying. Forms of harassment within this platform include abusive text messages and attacks via social media.

Text messaging:

While previously bullying had been limited to the hours during the school day, text messaging gives oppressors greater access to their targets, while software which allows them to make their numbers appear anonymous make it hard for targeted individuals to escape from their ridicule. According to a report by Edutopia, one in five teenagers will be the victim of text message bullying at some point during their secondary school years.

Social media:

While social media can provide the same anonymity of a text message, one of the defining features is the ability to distribute information about another person quickly to a wide audience. Social media bullying can include sharing false stories, posting unflattering photos or information about another person, writing harassing messages, and more. Because it can sometimes be difficult to trace the root of these attacks, targets may struggle to have the content removed or ever know who is bullying them.



FROM THE EXPERTS:



Dr. Schlozman: It's easy to imagine specific populations likely to be bullied, and there exists some research to support these assertions. Adolescents and even younger kids of minority sexual orientation, of unclear or minority ethnicity, or children who are to some extent developmentally out of sync with peers have all been shown to heightened vulnerability. This list is by no means exhaustive, and the risk of saying that bullying only occurs among certain populations is missing bullying when it occurs to people who we might not expect to be bullied. To this end, bullying can occur anywhere where social dynamics exist and to anyone. By social dynamics, I mean circumstances where there is a natural and long-ago hard wired tendency to determine a pecking order. This process is of course part of socialization, and given its persistence in virtually every social species, we're probably fighting an up-hill battle if

we try to change it. It isn't even by definition a bad thing. Instead, we need to be AWARE of it and vigilant for how it can go awry. Not every socially ambiguous circumstance becomes Lord of the Flies, but they call can that way if left unfettered. That's the take-home.



Dr. Michaelis: Unfortunately, bullying can happen anywhere: In public or private settings, in school, on the playground, in the home or office. The people who tend to be targeted are more likely to have something unique about them. This is often something physical, because these things tend to be easier to see, and thus easier for bullies to seize upon. Although it does not necessary have to be physical. People with more unusual names or with different accents or different life circumstances are also often targeted.

Where can bullying happen and who does it happen to? Are there certain populations more prone to be bullied than others?



Dr. Schlozman: That depends on what we mean by "issues." It isn't good for anyone, and that includes bullies, the bullied and the bystanders. The unfair exercise of unchecked power differentials creates a kind of social anarchy that then brings with it, on the individual level, psychiatric syndromes like depression, anxiety and trauma, symptoms like suicidal behavior and substance abuse, and learning and socialization problems across the life span.



Dr. Michaelis: The psychological scars of bullying can last decades. I have a man in my practice now that is in his 50s, brilliant and successful by most measures but he is still plagued by the bullying he endured as a child. Bullying can manifest in many ways, but from a psychological perspective the main symptoms are: increased anxiety, depression, insomnia, heightened vigilance, persistent fear of re-experiencing the bullying and sharpened sensitivity to feeling or seeing others bullied.

What types of issues can bullying cause? How does it manifest in those being bullied?



Dr. Schlozman: Despite the best efforts of policy makers, parents and teachers, there still exists a notion that to tell someone about being bullied is a kind of weakness. This is silly and untrue on many levels, though one can understand the origins of the idea. Folk wisdom has erroneously taught us that we need to learn to "stick up for ourselves," and that the only way to do this is to "handle our own problems." However, the power differential, either through social forces or just pure brawn, is so severe in bullying that taking on the problem alone inevitably leads to disappointment, victimization, and a vicious cycle. Instead, students should absolutely tell their parents and their teachers. If a student senses that one adult is not or will not be receptive, that student should turn to someone new. There is no honor or psychological growth in needless martyrdom. Social creatures like humans need to enlist social supports in healthy ways. If you are a child or an adolescent, that almost always involves the help of a designated adult or more than one adult.



Dr. Michaelis: The key thing that students need to do is to tell someone. The biggest advantage of bullies is the silence of their targets. If students tell their teachers or even other students then something can be done. Parents who want to help should assess the best channels of communication in their particular situation. Sometimes when parents intervene directly it can actually make things worse, so it may mean developing a unique strategy with your own child depending on the circumstances.

What can students do if they are being bullied, and how can parents help their children?



Dr. Schlozman: The harder question than this one is the reverse: are there things that look like bullying but that aren't? As our means of being social grows, so too grows the means by which we can be mean to one another in a way that avoids taking responsibility or suffering consequences. To that end, bullying can and does happen often online, and it can happen faster and more efficiently than ever before. A prank that 25 years ago would have gone unrecognized by all but a few is now quickly known by everyone. Given that bullying is defined as requiring a power differential, the capacity for social media to expedite and add momentum to bullying behavior is unprecedented and something for which we will always have to be vigilant and creative in combating.



Dr. Michaelis: Emotional or psychological bullying can be even more damaging than physical bullying. With physical bullying at least you know when it is happening, other forms of can be more nefarious because they are happening when you don't even know it.

Aside from traditional physical bullying, what other forms can it take?



Dr. Schlozman: Increasingly, it all looks the same. The big issue here is that bullying and being bullied are learned and reinforced behaviors. Behaviors are more elastic when kids are younger. As they age, kids become more set in their ways. That's why we need to be proactive early. Remember that no one benefits in these circumstances.



Dr. Michaelis: In college and the workplace bullying can take on other forms such as coercion– forcing someone to do something that they don't want to do under threat of firing, lowered pay or denial of bonus or threats to one's professional reputation.

What form can bullying take on in later years, such as college or the workplace?



Dr. Schlozman: By having frank, honest, non-shaming and all-encompassing discussions. Don't just single out the bullies or the bullied. Everyone plays a role. That's the way social systems work. Ask students how things got to where they got. Understand that it's hard to give up power (that will allow some empathy for the bully) and it's hard to be overpowered (to create empathy for the bullied). Make clear as well that no one wants to be bullied. That why the folks on the sidelines stay silent. They don't want to direct the attention towards themselves. Finally, and if it works for a given teacher, there are all sorts of teaching exercises that can be done in displacement. Can you imagine reading Lord of the Flies or The Outsiders or Girl Interrupted without thinking about bullying? Work the lessons into the curriculum about socialization. That will make it seem less like the lessons about bullying are separate from the rest of what school does.



Dr. Michaelis: The data suggests that bullying takes place when it is tolerated in a given culture. When schools provide the message that bullying will not be tolerated and they make it clear that there are consequences to bullying it tends to trickle down to the students.

How can schools help prevent bullying?

Effects of Bullying

Students and young people who are bullied can face a number of effects from being treated poorly. Whether abused mentally, physically or socially, there can be both short term and long-term effects. Some of the most common consequences are listed below, along with a resource guide for helping bullied students who are facing these issues.

Withdrawal

Withdrawal can be one of the most notable symptoms of bullying, and may be discernible early on. Students being bullied may pull away from their social groups and even their families, instead seeking self-destructive coping mechanisms to deal with their pain and hurt. Withdrawal may be one of the earliest signs that something is wrong within a child's life.

Depression

While researchers have yet to pinpoint why depression and bullying are so intimately linked, the two are consistently paired. While depression is more common in those being bullied, recent reports have even shown that aggressors also have higher levels of depressed thoughts. Other common features or symptoms also includes a lower self esteem, which only pushed the victim into further depths of depressive thoughts and behavior. In addition to the immediate effects during school, a June 2015 report by The British Medical Journal (BMJ) found that those who had been bullied in secondary school experienced higher percentages of depression later in life.

Suicide

In a report by the CDC, the organization lays out the most recent research correlating suicide and bullying. While students who are bullied undeniably have higher levels of suicide-related thoughts or behavior, researchers have not yet ascertained if bullying directly causes these thoughts or rather bullying mixed with other risk-factors ultimately produces suicidal tendencies.

Illegal Substance Abuse

While abuse of alcohol, cigarettes and/or marijuana is typically more closely linked to the abuser rather than the individual being abused, recent reports, including one from Ohio State University, have suggested that bully-victims (those who bully but are also bullied themselves) often resort to illicit substances far more often.



Violence

In rare cases, those who have been or are being bullied may retaliate with violent behavior. While instances are isolated and research is not extensive, StopBullying.Gov points out that 12 of the 15 school shooting incidences in the 1990s were committed by students who had a reported history of being bullied.

Resources

Bullies Out: Provides an overview of the traumatic effects bullying can cause.
WebMD: Highlights common characteristics of children who are bullied.
Stomp Out Bullying: Reviews the effects of bullying and what victims can experience.
No Bullying: An interview with a leading child psychologist about the causes and effects of bullying uKnowKids: A look at the long-term effects of bullying on the victim
Association for Psychological Science: How long-term effects of bullying can be seen in both the victim and the bully

The Cycle of Bullying

The Cycle of Bullying is a clinical tool that was developed by Norwegian psychologist Dan Olweus in an effort to understanding how to best prevent bullying. Olweus hypothesized that for bullying to occur, there must be three components: the bully, the victim, and the bystander. These three parties play significant roles in the cycle of bullying, as demonstrated below:

The Cycle of

Bullying



Courtesy of Olweus Bullying Prevention Program and Hazelden Publishing

Help for students and parents

What can you do if you're being bullied?

Bullying can take on many forms and levels of aggression, so it's best to have a few options when it comes to diffusing the situation. If students feel they can handle the situation, the first tactic would be to try to diffuse the situation themselves. The crux of many bullying actions depend on the victim reacting to their taunting, so the best way to take away their power is to ignore them or to show that you are not affected by their behavior.

If the bully doesn't respond well, it may be time to talk to someone else or ask a school leader to help you. Whether it is a teacher, guidance counselor, or school psychologist, these professionals can provide guidance and censure the bully. According to Stomp Out Bullying, the most important thing is to maintain your own levels of anger. If a bully sees that you're not affected, they lose their power.

ReachOut.com suggests a few other tactics to try, including:

1. Build a wall. Imagine an invisible wall where any verbal abuse bounces off the wall, unable to reach you.

2. Use visualization. Rather than thinking of a bully as scary, try to help think of them in a silly way to make the situation less intimidating.

3. Stay positive. When someone is trying to tear you down, it's easy to lose confidence. Focus on all the things you're great at, and the people who value you.

4. Spend time with people who love you. Soak up positive affirmations and friendships that make you feel great.

5. Spend time in groups. Bullies are less likely to attack if surrounded by your friends, so try not to be alone.6. Show strength. Bullies like to pick on those who they feel are weaker than they are, so focus on feeling empowered and strong.

What should you do if you see someone being bullied?

Students who see their classmates or other acquaintances being bullied can utilize numerous approaches to help resolve the issues. Girls Health, a subsidiary of the Office on Women's Health within the U.S. Department of Health & Human Services, has numerous suggestions:

1. Don't give bullies what they want. More than anything, bullies love an audience. Rather than standing and watching, walk away and go get help. You can also encourage others to do the same.

2. Keep the rumors at bay. If you hear something about someone that isn't true, stop it in its tracks and make sure not to repeat the gossip. Remember how you would feel if someone was telling untrue things about you.

3. Be an advocate for the victim. Unless the situation feels unsafe, in which case you should get a school leader, try to defend the person being attacked. Bullies hate being made to feel uncool, and calling them out for their behavior may make them think twice.

4. Tell an adult. Especially when still in school, bullies will often be scared of an adult finding out and getting

into trouble. If you are worried the bully will find out who told, ask the adult to keep the conversation private.

5. Encourage the victim to speak with an adult. Often those who are bullied can feel like it's somehow their fault. Encourage them to talk to a school counselor and perhaps offer to accompany them.

6. Offer support. Showing the victim that you care can mean more to them than you know. Even if you aren't close, try to be friendly in the days after the event, it can really make a difference.

What can parents do if they suspect their child is being bullied?

While children are often fearful of telling that they are being persecuted as they may somehow feel it is their fault, there are numerous signs to look for if you suspect your child is being treated poorly at school. Some of the telltale indicators include:

 An aversion to school. Kids who are being bullied may suddenly tell you that they don't want to go to school, often without reason. While it could be something else, it could also mean they are being bullied.
 Being afraid of certain settings. The school bus and restroom are two prime locations for bullying to take place, as bullies can much more easily get away with taunting behavior. If a child rushes to the bathroom once arriving home or displays an aversion to riding the bus, these could be sensitive places for them.
 Becoming withdrawn.Often, a victimized child can feel that they've done something wrong and brought

these actions on themselves. They may even be afraid to tell you because they're worried they will be punished. If your child suddenly retreats into him/herself, this could be a sign of bullying.

Once establishing that your child is on the receiving end of a bully's cruelty, Empowering Parents suggests the first step is to make them feel safe and heard. Rather than asking if they did something to cause the attention or calling the bully a bad child, listen without judgment and try to learn as much as you can about the situation.

Next, try to make your child feel empowered: Ask them to think if they may be able to handle the situation and help them think through possible ways to solve the problem on their own terms. Based on how your child feels about this suggestion, you'll have a better sense of how serious the bullying may be.

If they are scared to confront the bully, it is probably time to alert school officials. This could involve a meeting with their teacher or alerting the principal to the situation. If there is threat of violent behavior, it's imperative to bring in school officials and alert the police immediately. Once a threat of violence or criminal behavior has been mentioned, it's a case for the police. Recognizing the signs early on and talking about it openly with your child can diffuse many situations before they reach a more serious level.

Resources for Prevention

Girls Health: Why do some girls get bullied?

The Bullying Awareness Guidebook | AccreditedSchoolsOnline.org

- HASfit: Nobody likes a bully (video)
- Mental Health America: What do I do if I'm being bullied?
- Reach Out: What to do if someone you know is being bullied
- Kids Health: What other kids have to say about bullying
- WebMD: What children should do if they are being bullied
- The Bully Project: Help your kids be more than a bystander (video)
- Violence Prevention Works: How to talk with educators at your child's school about bullying
- Cyberbullying Research Center: <u>Responding to cyberbullying: Top 10 tips for parents</u>
- National Crime Prevention Council: Advice for parents and adults about how to deal with bullying
- Violence Prevention Works: What to do if your child witnesses bullying
- American Academy of Child & Adolescent Psychiatry: <u>Understanding violent behavior in children and</u>
 <u>adolescents</u>
- Empowering Parents

Bullying Spotlight: Cyberbullying and Physical Bullying/Violence

What is cyberbullying?

Cyberbullying consists of acts of meanness or cruelty that are propagated via electronic technology. Some of the most common devices for disseminating acts of cyberbullying include cell phones, computer and tablets, while the most common platforms tend to be social media websites, text messages, chat rooms, websites or emails.

Where does cyberbullying happen?

The most common platforms for cyberbullying include social media websites, text messages, gaming systems, chat rooms, websites or emails. While traditionally bullying has been limited to in-person aggression, cyberbullying is different as the victim is exposed at all times. Additionally, cyberbullies can more easily remain anonymous, making it difficult for those being bullied to trace the source and making it easier for harmful content to be circulated to a large body of people.

How do you spot cyberbullying?

The National Crime Prevention Council provides a comprehensive list of red flags to look for you if you suspect a child may be a victim of cyberbullying. Some of the most common include not wanting to go to school, becoming withdrawn or shy, suddenly not using the computer, or being secretive about how they spend their time online. The biggest warning sign is suddenly withdrawing from technology.

When should it be reported, and how?

Cyberbullying should be reported as soon as it is recognized and examples can be compiled. No Bullying

states that if a parent feels it is life-threatening, local emergency systems should be contacted immediately. Parents should try to collect any incriminating materials, such as text messages, social media posts or emails. Once collected, the school's bullying policy should be reviewed and a meeting with the school district should be scheduled. Parents should also comfort their child and install special measures to block the bully and make sure the child's online presence is properly secured. After dealing with the attack, parents and school administrators should work together, both to monitor the victimized child and to ensure the bully has ceased all online attacks.

What are some examples of cyberbullying?

Examples include sending harassing text messages or emails, creating rumors via social media or email chains, or posting embarrassing or harmful pictures, videos, websites or fake profiles.

Physical Bullying/Violence

What is it?

While students may have isolated physical altercations with one another, typically these interactions are only considered bullying if a specific person is targeted repeatedly and the would-be bully means to cause harm or embarrassment via an imbalance of power. Specific types of physical bullying many include hitting, pushing, tripping, slapping, spitting, or stealing/destroying personal property.

Where can it happen?

While physical bullying is more likely in elementary school, it reaches its highest levels in middle school. Reported incidents decrease in high school. Typically it happens in the same settings as other types of bullying, the common denominator being a lack of adult supervision. Common places include the school bus, cafeteria, playground, bathroom, or other enclosed spaces.

How and when should physical bullying be reported?

Even if only a threat of violence has been made, parents should immediately contact school authorities to arrange a face-to-face meeting. Once a physical action has been made, it becomes a case of assault and parents have a legal right to report this to the police, regardless of the bully's status as a minor.

How can physical bullying be prevented?

The most successful methods for preventing physical bullying start within the homes of the bully. Bullying in all forms originates from lack of self-worth and not being able to share emotions. Parents should treat their children with respect as a way of demonstrating how all people should be treated. These methods can extend into school settings, where educators can teach all students about respecting both themselves and others who are different from them.

Other types of bullying:

Verbal bullying: This form of bullying can take on many forms, but generally revolves around a goal of using words in a negative way against another person. Examples may include embarrassing or rude

name calling, personal insults, teasing, or hurtful remarks about someone's race, religion, sexual preferences, or disability.

Emotional/Psychological bullying: Unlike verbal bullying, this form tends to be more covert, and may rely on gossiping, spreading rumors or other subtle tactics to make victims feel marginalized. Most types tend to be focused on slight gestures, such as excluding someone from a group activity or making the victim feel unwanted.

Sexual bullying: According to the National Society for Prevention of Cruelty to Children, sexual bullying can be physical or non-physical and is based on using a person's sexuality or gender as a weapon against them. It can be sexual slurs or homophobic comments or it can be sexual assault or rape.

Resources for other types of bullying:

- No Bullying: Countering the devastating effects of verbal bullying
- Healthy Place: How to deal with an emotional bully
- Bully 4 U: <u>Understanding psychological bullying</u>
- Girls' Guide to End Bullying: If sexual bullying happens to you
- Kids' Health: Dealing with sexual harassment and sexual bullying
- National Crime Prevention Council
- No Bullying
- National Society for Prevention of Cruelty to Children

Bullying in college and other special circumstances

Awareness: While many assume bullying tapers off during the high school years, bullying remains an issue throughout college as well. According to a study from The University of Indiana, the added stress of a full postsecondary course load can bring out old habits. While bullying at this age may take different forms, it still exists.

What does bullying look like in college? A 2012 Health Day News study found that 15 percent of college students reported being bullied, while 22 percent were victims of cyberbullying. The introduction of new people and less authority creates a perfect storm for bullies to resume old habits, while the heavy use of social media by the current generation increases the likelihood of online bullying incidents.

Resources for college bullying:

· Many campuses are becoming much more aware of bullying incidents occurring on campus and

offering resources to help combat these activities. Counseling centers and college psychologists are excellent resources. President Obama's introduction of the "<u>It's On Us" campaign</u> to eradicate sexual assault on college campuses has also brought more awareness to the issue. In addition to on-campus offerings, there are a number of off-campus resources available to college students who feel they are being bullied. Some of these include:

- The Trevor Project: Provides crisis intervention and suicide prevention for LGBTQ youth.
- <u>Pacer's National Bullying Prevention Center</u>: Provides innovative resources for students, educators and parents.
- Association on Higher Education & Disability: Offers help and services to students attending college with disabilities.
- <u>Reducing Stereotype Threat</u>: Brings awareness to the threats associated with different types of stereotyping in an effort to prevent and eradicate.
- <u>Stop Cyberbullying</u>: Focuses on educating both students and schools on the effects and dangers of cyberbullying

Special circumstances/specific types of bullying

Outside of the types of bullying mentioned already, there are numerous populations who experience higher levels of bullying than others. Some of these groups will be discussed below, alongside providing ways to take action and specific resources.

LGBTQ: In 2011, a survey conducted by GLSEN found that 82 percent of LGBTQ students had been bullied about their sexual orientation, while 64 percent felt unsafe while at school due to their sexual preferences.

Disabled/Special Health Needs: The imbalanced nature of physical and psychological power can often leave disabled students at an even greater risk for being bullied. PACER reports students with disabilities were two to three times more likely to be bullied, while 60 percent of this student population reported being bullied on a regular basis.

Race: Students from minority races can often face higher levels of bullying, with one-third of youth reporting bullying based on their ethnicity. Within ethnic groups, studies show that Hispanic and African American youth who are bullied have a higher risk of poor academics.

Within all of these types of population bullying, the steps for helping victimized students are similar. The first step is to identify if a student is being treated poorly. While it's unlikely they'll be forthcoming about being bullied, telltale signs such as a sudden aversion to school or a withdrawn attitude can help pinpoint the problem. Once identified, it's important to ascertain the type and level of bullying taking place. If the incidents do not pose an immediate physical harm, the child may want to try to handle the situation on

their own or bring in a teacher or school counselor. If the bullying has progressed to something more serious, it may be time to bring in law enforcement professionals.

Resources:

- <u>Teaching Tolerance</u>: Provides educators with a list of news and resources to promote diversity and inclusivity.
- <u>Welcoming Schools</u>: Offers lessons and development tools aligned to Common Core State Standards to teach diversity, avoiding stereotypes and ending bullying.
- Bridging Refugee Youth & Children's Services: A technical assistance provider for refugee child welfare and ethnic awareness.
- Stop Bullying: How to help children with disabilities and special health needs that are bullied.
- <u>National Center on Secondary Education and Transition</u>: Creating positive school environments for effective inclusion
- No Bullying: Racial bullying, is your child a target because of their race?
- American Psychological Association: Bullying & victimization of Asian-American students

Take Action: Bullying Prevention

Prevention Techniques

The <u>National Education Association</u> provides a helpful 10-step guide to stopping and preventing bullying, outlined below:

Pay attention

Often, parents or educators can recognize warning signs if they know what to look for.

😽 Don't ignore it

All students are different, so don't ignore something or assume teasing behavior is less serious.

See something? Do something

As soon as something seems wrong, take appropriate action.

🍸 Remain calm

Make sure both parties are safe and unharmed, then question both with respect.

😽 Deal with students individually

Speak to involved parties and by-standers one-on-one to ensure all sides of the story are heard.

Don't make involved students apologize or shake hands immediately

Both sides should recognize the serious nature of the incident and understand it can't be easily shaken off. There could be repercussions for bullying and it's important to get to the bottom of it before talking about outcomes.

I hold bystanders accountable

Bullies love an audience, so it's important to explain that fellow students should feel responsible to report bullying to help prevent further occurrences.

😽 Listen. Don't pre-judge

While likely that the accused bully is in the wrong, there could be an underlying issue causing poor behavior. Try to ascertain if there is a bigger reason for their actions.

Get appropriate professional help

Don't provide advice outside of your expertise. Schools have professionals on staff to deal with the larger issues surrounding bullying, so it's best to refer students and their parents to them directly.

Receive training on dealing with bullying

Learning about how to diffuse bullying situations can help reduce and ultimately prevent further incidents.

ARE YOU A BULLY?

Do you sometimes treat other classmates poorly? Have you been in trouble for saying hurtful things to other students? The quiz below helps to decide if students are displaying behavior associated with bullies:

Have you ever hurt another student on purpose?



Have you stolen or demolished someone else's personal property?



Have you ever left out a fellow student from an activity or group on purpose?

4

Do kids find you threatening or scary?

yes no

yes

no

no

no

5

Have you ever made rude comments about someone's appearance, ability level, gender or race?

Have you ever used social media or other technology to post mean

6



yes

7

Do you like making others upset?

comments or start rumors?

8

Do you feel cooler or more popular when your friends see you treating someone else poorly?



no

Legal Recourse for Bullying

While there are no federal laws in place that relate specifically to bullying, all states have policies in place and 41 have both policies and laws enacted. <u>Stop Bullying</u> provides an interactive map for identifying state-specific measures to better understand your child's rights.

In addition to governmental measures, all states are required to have a written anti-bully policy to both dissuade aggressive behavior and provide recourse if a bullying incident occurs. While these policies can help rectify non-violent instances, once a student has been threatened, it's important to involve law enforcement. Depending on the level of bullying, some of the charges that could be made include threatening behavior, indecent assault, criminal offense of assault, or negligence.

Bullying Policies

As mentioned previously, by law all schools are required to have anti-bullying policies in place. These will all be individualized to the school, but common components include the following:

A mission statement, where the school outlines how students will learn in a safe and bully-free environment

A code of conduct, where expected students behaviors are laid out in detail

A bill of rights, a short and memorable document outlining the individual rights of students and how they can expect to be treated by teachers, staff and fellow students while at school

A reporting system, a clear, standardized and concrete protocol for students to report rule violations

Resources for Prevention

- National Association for School Psychologists. Bullying prevention and intervention in schools
- Anti-Defamation League. <u>Bullying & cyberbullying prevention strategies</u>
- Centers for Disease Control and Prevention. Prevention for the public
- Kids Against Bullying. Kids who bully: what can they do?
- Violence Prevention Works. <u>Olweus Bullying Prevention Program</u>
- National Association of Elementary School Principals. <u>Report to parents: eliminating bullying</u>

- Teens Against Bullying. <u>Resources for teens to take action</u>
- Substance Abuse & Mental Health Services Administration. <u>The ABC's of bullying: addressing, blocking</u> and curbing school aggression
- U.S. Department of Education. The Federal partners in bullying prevention (Webinar series)
- Stop Bullying. Prevention at school

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Chat Phone Numbers Verizon Wireless Community Social Media

Understanding my bill	
Traveling abroad	
Using my device	
Shopping Verizon	

Device shortcuts

These are quick ways to get account information by text message to your device. Just text or call one of the shortcuts on your phone to get your answer quickly.

Monthly billed			Prepaid						
#BAL (#225)	+	Send	=	Check balance	*611	+	Send	=	Check balance
#MIN (#646)	+	Send	=	Minutes used	*86	+	Send	=	Voice mail
#PMT (#768)	+	Send	=	Make payment	#PMT (#768)	+	Send	=	Make payment
#DATA (#3282)	+	Send	=	Data used					
#UPG (#874)	+	Send	=	Upgrade eligibility					

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Yahoo Local

Children's Privacy & Family

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Yahoo Notepad

Yahoo Search

Yahoo Shopping

Yahoo Smart TV

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At Verizon, we are committed to maintaining strong and meaningful privacy protections for customers. Our privacy policy is designed to inform you about the information we collect, how we use it, and your options about certain uses of information.

Verizon's privacy policy applies to website visitors and customers of the Verizon family of companies in the United States.

Verizon has acquired Yahoo and combined it with AOL to form a new company named Oath. Oath consists of over 50 digital and mobile <u>brands</u> globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr, and AOL, as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini. Oath and Yahoo each have their own privacy policies. In the event of a conflict between the Verizon privacy policy and the Oath or Yahoo privacy policies, the <u>Oath policy</u> will control when you use a site, product or service that links to the Oath privacy policy and the <u>Yahoo privacy policy</u> will apply when you use a site, service, or technology that links to the Yahoo policy.

Supplemental privacy practices applicable to certain Verizon apps, Hum, go90 and other services are available from the privacy policy pages.

Below, we've summarized key elements from our full privacy policy for your convenience.

Information we collect and how it is used

We collect and use information when you interact with us, when you use our products and services, and when you visit our websites. This information is used to deliver, provide and repair products or services; establish and maintain customer accounts and billing records; contact you about our products and services and direct offers or promotions to you; monitor website statistics; and manage and protect our networks. Information may also be aggregated or de-identified for business and marketing uses by us or by third parties.

We may also obtain consumer information from outside companies who provide such data. We use this data and combine it with other information we have to help us analyze and model customer information, predict customer preferences and direct marketing offers. Learn more.

Information provided to or used by third-party advertisers

Verizon and third-party advertisers seek to provide advertising that is more relevant to your interests across the websites, apps, services and devices you use. Oath and third party advertising companies present on our sites may place <u>cookies</u> on your browners, when you visit our sites and others, use device identifiers or use similar technologies to collect information about your activit.

<u>Español</u>

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on our websites or apps and may combine this information with similar information obtained from other websites and apps.

We also may help third-party advertisers target their ads using certain information about customers, without sharing information that identifies you individually. You have choices and may limit the use of your information. Learn more.

Information sharing

Verizon shares information within our family of companies. You can limit our sharing of certain types of customer information, known as Customer Proprietary Network Information, for marketing services different from the ones you have.

Except as explained in our Privacy Policy, in privacy policies for specific services, or in agreements with our customers, Verizon does not sell, license or share information that individually identifies our customers with others outside of Verizon who are not doing work on Verizon's behalf without your consent. We may share information with our vendors and partners for business purposes and when necessary for them to perform work on our behalf. Verizon may also share certain non-personal identifiable information with outside companies, for example, to assist with the delivery of advertising campaigns, provide aggregate business and marketing insights, or share de-identified information. Learn more.

Limiting the sharing and use of your information

You have choices about how Verizon shares and uses information as it relates to:

- Customer Information
- Telemarketing
- Marketing e-mail, postal mail and door-to-door calls
- Information used for online advertising
- Relevant advertising
- Business and marketing insights
- Oath

Learn more.

Information security

Verizon has technical, administrative and physical safeguards in place to help protect against unauthorized access to, use or disclosure of customer information we maintain. Learn more.

Accessing and updating your information

You may correct inaccuracies in your information by calling a customer service representative or by accessing your online account and updating your information. Learn more.

Changes to the Privacy Policy

If Verizon elects to use or disclose information that identifies you as an individual in a manner that is materially different from that stated in our policy at the time we collected that information from you, we will give you a choice regarding such use or disclosure by appropriate means, which may include use of an opt-out mechanism. <u>Learn more</u>.

View our full privacy policy

Contact us

If you have questions, concerns or suggestions related to our Privacy Policy or our privacy practices, e-mail us or contact us at:

Verizon Privacy Office1300 I Street, NWSuite 500 EastWashington, DC 20005Fax: 202-789-1432

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Hum privacy policy

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Privacy Officer Message

<u>Español</u>

Verizon is committed to protecting the privacy of our customers' information.

Verizon's services transform how people, businesses and things connect with each other. We understand that to fully experience our products and services, customers have to trust that the privacy choices they make are respected.

We strive to provide clear and transparent notice about the information we collect and how we use it and to provide our customers with choices about certain uses of their information. Protecting the privacy of customer information is part of each Verizon employee's responsibility, and we have safeguards in place to guard against misuse or disclosure of your information.

<u>Verizon's Privacy Policy</u> covers website visitors and customers in the United States and provides details about our privacy practices across Verizon's products and services. You can find quick answers to immediate questions on the <u>Privacy Policy</u> summary page which links to the full details of our policies.

In addition, Verizon has acquired Yahoo and combined it with AOL to form a new company named Oath. Oath consists of over 50 digital and mobile <u>brands</u> globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr, and AOL. Oath and Yahoo each have their own privacy policies which you can reach from this site to get additional information about the collection and use of information from devices you use to access Oath websites, services and software. Supplemental privacy practices applicable to certain Verizon apps, Hum, go90 and other services and apps are also available from our privacy policy pages.

The Privacy Policy is updated when we believe additional information will help clarify our collection and use practices, for example when we introduce new products, services or practices. We welcome your input or questions. Our privacy office contact information is available on the summary and full privacy policy pages.

Karen ZachariaChief Privacy Officer

Updated June 2017

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Our Privacy Policy is designed to inform you about the information we collect, how we use it, and your options regarding certain uses of this information. This policy also describes privacy rights you have under certain federal laws.

This policy applies to Verizon Fios[®] TV, Internet and Digital Voice customers and to other Verizon customers served over our fiber-to-the premises network. Our full Privacy Policy (available at <u>verizon.com/privacy</u>) provides additional detail and applies to website visitors and to customers of the Verizon family of companies in the United States and the products and services they provide, including the Verizon telephone companies, Verizon Enterprise Solutions, Verizon Wireless, Verizon Online, and Oath (formed by the combination of AOL and Yahoo). Certain services offered to consumers as well as contracts between Verizon and its business customers may contain additional privacy-related terms and conditions that are presented to you in other ways.

Supplemental privacy policies for Oath companies and the services they provide are described in the Oath and Yahoo privacy policies available at <u>http://privacy.aol.com/</u> and <u>https://policies.yahoo.com/us/en/yahoo/privacy/index.htm</u>.

Information we collect and how it is usedWe collect information when you communicate with us and when you use our products, services and sites. This includes information you provide such as name and contact information, images, voice recordings or prints, the reason for contacting us, driver's license number, Social Security Number and payment information. Service usage information we collect includes call records, websites visited, wireless location, application and feature usage, network traffic data, product and device-specific information and identifiers, service options you choose, mobile and device numbers, video streaming and video packages and usage, movie rental and purchase data, TV and other video viewership, and other similar information.

We use this information to establish, monitor and maintain your account and billing records; measure credit and payment risk; provide account-related services; deliver and maintain your products and services; help you with service-related issues or questions; manage and protect our networks, services and users from fraudulent, abusive, or unlawful uses; help us improve our services and research and develop new products and services; authenticate you; determine your eligibility for new products and services and contact you with marketing offers.

When you contact us or we contact you, we may monitor or record that communication or keep a record of the transaction to help us train employees and better serve you.

We may automatically measure and monitor network performance and the performance of your connections to improve your, or our, service levels and products. If you contact us for service support, we also may access information about your computer, wireless device or other device settings to provide customized technical support or to install specific applications or services that you use or that are necessary to the applications or services you use.

Information about your use of Verizon products and services may be aggregated or otherwise de-identified for business and marketing uses by us or by third parties. For example, aggregate or de-identified data may be used to improve our services, measure and analyze the use of services and to help make services and advertising more relevant to you.

When you establish an online account or register on our sites or apps, we may collect information about your user identification, password and secret questions and answers. We use this information to authenticate you when you sign in.

Verizon will obtain your affirmative consent before we use information we gathered in the course of providing broadband Internet access services about your visits over time to different non-Verizon websites to customize ads specifically to you.

Please note that Verizon is not responsible for information, content, app or services provided by others. Before you access, use, link to or download a service or app on your computer, television, wireless or other device, you should review the associated terms of service and privacy policy. Personal information you submit in those contexts may be read, collected or used by the service or app provider and others in ways that are different from described here.

Information provided to us by third parties When you purchase products or apply for service with us, we may obtain credit information about you from outside credit reporting agencies to help us with customer authentication and credit-related decisions. If you lease your residence, we may have information about how to reach your landlord and whether landlord permission is required to install our facilities.

We obtain information from outside companies such as those that collect consumer information including demographic and interest data. Examples of this information include gender, age range, sports enthusiast, frequent diner or pet owner. We use this data and combine it with other information we have about you to help us predict your preferences, to direct marketing offers that might be more relevant to you, and to help us better analyze customer information for business modeling purposes.

We also obtain contact information and other marketing lead information from third parties, website "refer-a-friend" options or social media platforms and may combine it with information we have to contact you or direct Verizon marketing offers to you.

Information you provideWhen you contact us for information when you enter a Verizon-sponsored or affiliated contest, sweepstakes or promotion, we may use the information you supply to provide you with information about Verizon services, programs or offerings.Certain promotions may require that we disclose information, such as contest winners or provide information for prize fulfillment, and as required by law or permitted by the promotion's official rules. Information you provide on our websites about your preferred location and other preferences may be used to provide you with more relevant product recommendations, services and special offers.

If you provide information to us in the context of an event that Verizon sponsors with another organization, or if you visit a cosponsored site or use a co-sponsored service, you also may be providing information to the co-sponsor. You should refer to that co-sponsor's privacy policy for information about its practices which may differ from our practices. We also collect information from you when you participate in surveys or provide other feedback to us regarding our products or services, when you register to receive news or public policy updates, or when you apply for a job with or a grant from Verizon. We use this information for the purposes described to you at the time the information is collected.

We may send you emails that communicate information about your account or about products, services, marketing offers, or promotions that may be of interest to you. When you open a Verizon email or click on links within these emails, we may collect and retain information to provide you with future communications that may be more interesting to you. Please note that we will not ask you to send us, via email, sensitive personal or account information.

Information about the Cable Act

To the extent that Section 631 of the Communications Act of 1934, as amended (the "Cable Act"), applies to services you purchase, it entitles you to know about the personally identifiable information a cable service provider collects. This includes the nature of the use and disclosure of this information and to whom it may be disclosed, how long personally identifiable information is maintained, and how subscribers may access it. In addition, the Cable Act imposes limits on the collection and disclosure of personal information and gives subscribers the ability to enforce their privacy rights. (Personally identifiable information does not include aggregate data that does not identify a particular person).

The Cable Act allows a provider to use its cable system to collect personally identifiable information necessary to render a cable service or other services provided to subscribers and to detect and prevent unauthorized access to services. Additional personally identifiable information may be collected with the subscriber's prior consent. Personally identifiable information may be used or disclosed without the subscriber's consent where necessary to render services, and to conduct legitimate business activities related to services provided.

We may be required by law to disclose personally identifiable information to a governmental entity to comply with valid legal process, such as warrants, court orders or subpoenas, but we will not disclose records revealing your selection of video programming unless we receive a court order indicating that the governmental entity has made a specified showing of relevance and you were afforded an opportunity to contest the order. We may be required to disclose personally identifiable information (including your selection of video programming) to a non-governmental entity to comply with a court order, after you have been provided notice.

If you believe that your privacy rights have been violated, please contact us at <u>privacyoffice@verizon.com</u> and we will work with you to address your concerns. If you believe that you have been aggrieved as a result of a violation of the Cable Act, you may enforce the limitations imposed by the Cable Act through a civil action in a United States district court seeking damages, attorney's fees, and litigation costs. Other rights and remedies may also be available to you under federal or other applicable laws.

The Cable Act permits the disclosure of customer names and addresses as long as a subscriber has been provided with the opportunity to prohibit or limit this disclosure and the disclosure does not reveal, directly or indirectly, the subscriber's viewing or other uses of the cable or other services provided. If we intend to share data in this way, we will provide you with the opportunity to prohibit or limit this type of sharing.

Relevant advertising programs

The Relevant TV Advertising program helps make Fios TV ads you see more interesting and useful using your postal address; certain information about your Verizon products and services (such as services packages purchased, video-on-demand purchases and program viewing data); and demographics and interest information you provide or we obtain from other companies (such as gender, family size, and luxury car owner). Relevant TV ads may appear on a variety of platforms where Fios TV customers can access video content. We do not share information that identifies you personally outside of Verizon as part of this program other

than with vendors and partners who do work for us. We require that these vendors and partners protect the information and use it only for the services they are providing us. You have a choice about receiving this type of advertising and you can opt out by going to verizon.com/tvads and following the instructions under "My Fios TV Plan".

The Relevant Online Advertising program helps make online ads you see more interesting and useful using the postal address we have for you; certain information about your Verizon products and services--such as service packages, Fios TV purchases and viewership categories; and demographic and interest information provided to us by other companies--such as gender, age-range, sports fan, frequent diner or pet owner. This information is used to predict whether you fit within an audience an advertiser is trying to reach. We do not share any information that identifies you personally outside of Verizon as part of this program other than with vendors and partners who do work for us. We require that these vendors and partners protect the information and use if only for the services they are providing us. You have a choice about participating and can opt out by going to the My Services area of My Verizon, click on "Internet", then "Manage" and then "Manage Online Advertising Preferences".

Additional information for AOL services

Oath consists of over 50 digital and mobile brands globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr and AOL, as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini. Many free services provided by Oath brands are supported by advertising displayed on those services. Oath advertising platforms also provide a variety of online advertising services that place other companies' ads across the sites, services and devices you use.

Additional information about the collection and use of information from devices you use to access or connect to Oath sites, products and services is described in the Oath Privacy Policy for websites, services and software that link to that policy. Similarly, the Yahoo Privacy Policy provides detail about the collection and use of information from devices you use to access or connect to Yahoo websites, services and technologies that link to the Yahoo policy. These policies also describe the collection and use of information by Oath advertising platforms and your related choices.

In the event of a conflict between the Verizon privacy policy and the Oath or Yahoo privacy policies, the Oath policy will control when you use a site, product or service that links to the Oath privacy policy and the Yahoo privacy policy will apply when you use a site, service, or technology that links to the Yahoo policy.

Information we share

Information shared within the Verizon family of companiesVerizon may share customer information within our family of companies for a variety of purposes, including, for example, providing you with the latest information about our products and services and offering you our latest promotions. You can limit the sharing of certain types of customer information, specifically, Customer Proprietary Network Information (CPNI) and certain credit information, within the Verizon family of companies for marketing services to you other than your current services.

Customer Proprietary Network Information (CPNI) is information that relates to the type, quantity, destination, technical configuration, and location, amount of use and related billing information of your telecommunications or interconnected Voice over Internet Protocol (VoIP) services. Federal law governs our use and sharing of CPNI. Credit information includes your credit score, information found in your consumer reports, and your account history.

Information shared outside the Verizon family of companiesExcept as explained in our full Privacy Policy, in privacy policies for specific services, or in agreements with our customers, we do not sell, license or share information that individually identifies our customers, people using our networks, or website visitors with others outside the Verizon family of companies for non-Verizon purposes without the consent of the person whose information will be shared.

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We use vendors and partners for a variety of business purposes such as to help us offer, provide, repair and bill for services we provide. We share information with those vendors and partners when it is necessary for them to perform work on our behalf. For example, we may provide your credit card information and billing address to our payment processing company solely for the purpose of processing payment for a transaction you have requested. We require that these vendors and partners protect the customer information we provide to them and limit their use of Verizon customer data to the purposes for which it was provided. We do not permit these types of vendors and partners to use this information for their own marketing purposes.

As described in more detail in other sections of this policy, Verizon also may share certain information with outside companies, for example, to assist with the delivery of advertising campaigns or preparing and sharing aggregate reports. This information does not identify Verizon customers individually.

Verizon provides the names, addresses and telephone numbers of wireline telephone customers to directory publishers and directory assistance services unless a non-published or non-listed phone number has been requested.

We may disclose information that individually identifies our customers or identifies customer devices in certain circumstances, such as:

- to comply with valid legal process including subpoenas, court orders or search warrants, and as otherwise authorized by law;
- in cases involving danger of death or serious physical injury to any person or other emergencies;
- to protect our rights or property, or the safety of our customers or employees;
- to protect against fraudulent, malicious, abusive, unauthorized or unlawful use of or subscription to our products and services and to protect our network, services, devices and users from such use;
- to advance or defend against complaints or legal claims in court, administrative proceedings and elsewhere;
- to credit bureaus or collection agencies to determine credit risk, for reporting purposes or to obtain payment for Verizonbilled products and services;
- to a third-party that you have authorized to verify your account information;
- to outside auditors and regulators; or
- with your consent.

When you purchase services offered jointly by Verizon and one of our partners, customer information may be received by both Verizon and our partner that is providing your service. For these jointly offered services, you should also review the partner company's privacy policy which may include practices that are different from the practices described here.

If Verizon enters into a merger, acquisition or sale of all or a portion of its assets or business, customer information will also be transferred as part of or in connection with the transaction.

Information provided to or used by third-party advertising entities or social networksIf you choose to interact with specific advertisers who advertise on our apps, sites or services, the information you provide to them is subject to the conditions of their specific privacy policies. We may permit advertisers on our sites, apps and services to place ads based on certain information we have about your Verizon products and services as well as geographic or demographic data. Information used for this purpose does not identify you individually.

Verizon websites and services may include social network or other third-party plug-ins and widgets that may provide information to their associated social networks or third-parties about the Verizon page you visit or services you use, even if you do not click on or otherwise interact with the plug-in or widget.

How to limit the sharing and use of your information

You have choices about how we share and use information.

Customer Proprietary Network Information (CPNI)Customers of Verizon telecommunications and VoIP services may choose to limit the sharing of CPNI for our marketing of services outside of services you currently have. You may opt-out of this sharing by following the instructions in the CPNI notice provided to you on your monthly bill, over the phone, via text, in contracts or in other ways. Consumers and certain business customers may opt-out by calling 1.866.483.9700.

Information about Your CreditVerizon Wireline consumers may limit the sharing of credit information for our marketing of new services to you. You may opt-out of this sharing by following the instructions in the notice provided on your monthly bill, or by calling 1-844-366-2879.

TelemarketingFederal "Do Not Call" laws allow you to place your phone numbers on the National Do Not Call Registry to prohibit many telemarketing calls to those numbers. If you would like to add your numbers to this list, you may do so by calling 1.888.382.1222, or by visiting donotcall.gov.

Most telemarketing laws allow companies to contact their own customers without consulting the federal or state Do Not Call lists. If you would like to be removed from Verizon's residential telemarketing list, please contact us at 1.800.VERIZON (1.800.837.4966). Please allow 30 days for your telephone number to be removed from any sales programs that are currently underway.

Marketing email, text messages, postal mail and door-to-door callsMarketing emails you receive from Verizon include an unsubscribe instruction (usually found at the bottom of the email) that you may use to opt out of receiving future marketing-related emails.

You may opt out of receiving marketing-related postal mailings or prevent door-to-door marketing solicitations from us by calling 1.800.VERIZON (1.800.837.4966). Text message solicitations from Verizon also contain an "unsubscribe" feature that you can use to prevent future marketing text messages from us. Please note that we may use bulk mail service for some marketing mailings. These services deliver offers to all homes in a neighborhood or zip code. This type of mailing will continue even if you opt-out of receiving marketing-related postal mailings from us.

Advertising programs:

- Fios Internet access customers mayopt-out of the Relevant Online Advertising program by going to the My Services area of their My Verizon online accounts and clicking on "Internet", then "Manage" and then "Manage Online Advertising Preferences".
- Fios TV customers may opt out of the Relevant TV Advertising program by going to: <u>verizon.com/tvads and following</u> the instructions under "My Fios TV Plan".

Oath choices: You can visit the Oath and Yahoo privacy policies to learn more about choices you about how Oath brands use information across the devices you use.

Working together to help keep children safeVerizon recognizes that online service providers must be vigilant in protecting the safety and privacy of children online. We do not knowingly collect, use or disclose individually identifying information from children under the age of 13 without obtaining verifiable parental consent.

If you have a complaint about child pornography, the soliciting of children for sexual activity, or any other illegal or inappropriate activity involving children on a Verizon service, report it to us by sending an email to <u>abuse@verizon.net</u>. Please include the words "child porn" in the subject line of your email. You can also make a report directly to the National Center for Missing and Exploited Children through its CyberTipline located at cybertipline.org.

Information security and data retentionVerizon has technical, administrative and physical safeguards in place to help protect against unauthorized access to, use or disclosure of customer information we collect or store, including social security numbers. Employees are trained on the importance of protecting privacy and on the proper access to, use and disclosure of customer information. Under our practices and policies, access to sensitive personally identifiable information is authorized only for those who have a business need for such access. Personally identifiable information and other sensitive records are retained only as long as reasonably necessary for business, accounting, tax or legal purposes.

Although we work hard to protect personal information that we collect and store, no program is 100% secure and we cannot guarantee that our safeguards will prevent every unauthorized attempt to access, use or disclose personal information. We maintain security and incident response plans to handle incidents involving unauthorized access to private information we collect or store.

If you become aware of a security issue, please contact our Security Control Center at: HQD03A78, P.O. Box 152092, Irving, TX, 75015-2092; Fax: 1.800.997.9981. We will work with you to address any problems.

Contact us If you have questions, concerns or suggestions related to our Privacy Policy or our privacy practices you may contact us at:

Verizon Privacy Office1300 I Street, NWSuite 500 EastWashington, DC 20005Fax: 202-789-1432Email: privacyoffice@verizon.com

Accessing and updating your informationWe strive to keep our customer records as accurate as possible. You may correct or update your Verizon customer information by calling one of our customer service representatives at 1.800.VERIZON (1.800.837.4966) or by accessing your account online at <u>verizon.com/myverizon</u>. Registered AOL users may access and update their registration information and any billing or shipping information by visiting <u>My Account</u> at myaccount.aol.com. You can edit your Yahoo account information, including your marketing preferences, via Yahoo's Ad Interest Manager.

Fios and other customers served over our fiber-to-the-premises network who would like to see their personally identifiable information, may contact us at <u>privacyoffice@verizon.com</u> to arrange a time and convenient location to do so during business hours. You will need to provide proper identification and you may examine records that contain personally identifiable information about you and no one else. If you believe any of your personally identifiable information is inaccurate, we will work with you to ensure that corrections are made. Verizon reserves the right to charge you for the cost of photocopying any documents you request.

Changes to this policyWe reserve the right to make changes to this Privacy Policy, so please check back periodically for changes. You will be able to see that changes have been made by checking to see the effective date posted at the end of the policy.

If we elect to use or disclose information that identifies you as an individual in a manner that is materially different from that stated in our policy at the time we collected that information from you, we will give you a choice regarding such use or disclosure by appropriate means, which may include use of an opt-out mechanism.

Updated September, 2017

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Contact us

If you have questions, concerns or suggestions related to our Privacy Policy or our privacy practices, e-mail us or contact us at:

Verizon Privacy Office1300 I Street, NWSuite 500 EastWashington, DC 20005Fax: 202-789-1432

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Oath Privacy Policy

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Verizon has acquired Yahoo and combined it with AOL to form a new company named Oath. Oath consists of over 50 digital and mobile <u>brands</u> globally, including HuffPost, Yahoo News, Yahoo Sports, Tumblr, and AOL, as well as advertising platforms such as ONE by AOL, BrightRoll, and Gemini. Oath and Yahoo each have their own privacy policies. In the event of a conflict between the Verizon privacy policy and the Oath or Yahoo privacy policies, the <u>Oath policy</u> will control when you use a site, product or service that links to the Oath privacy policy and the <u>Yahoo privacy policy</u> will apply when you use a site, service, or technology that links to the Yahoo policy.

View Yahoo privacy policy

View Oath privacy policy

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AppFlash Privacy Policy

AppFlash delivers an easily accessible way to find movie, restaurant, music and app recommendations on your mobile device. AppFlash is covered by the Verizon <u>privacy policy</u> as well as the AppFlash-specific privacy practices described here.

Information we collect

We collect information about your device and your use of the AppFlash services. This information includes your mobile number, device identifiers, device type and operating system, and information about the AppFlash features and services you use and your interactions with them. We also access information about the list of apps you have on your device.

With your permission, AppFlash also collects information about your device's precise location from your device operating system as well as contact information you store on your device.

How information is used and shared

Information we collect is used to deliver, maintain and support AppFlash services; enhance application features; customize and personalize your experiences including the advertisements you see; and provide social network interactions. Location information enhances your AppFlash experience, by, for example, providing nearby restaurant and movie options. Contact information stored on your device is used to facilitate calls you initiate from within the AppFlash experience.

AppFlash information may be shared within the Verizon family of companies, including Oath (formed by the combination of AOL and Yahoo) where it may be used to help provide more relevant advertising within the AppFlash experiences and in other places, including non-Verizon sites, services and devices.

Some AppFlash experiences provide you the opportunity to use on-demand transportation services, such as Uber and Lyft. Information about your destination location may be transferred to these services when you use them. AppFlash experiences that link directly to others' sites or apps are covered by the privacy policies applicable to those sites and apps

Your choices

The <u>Verizon</u>, <u>Oath</u> and <u>Yahoo</u> privacy policies provide detailed information about choices you have with respect to the ways in which you receive advertising outside of AppFlash.

You can control whether AppFlash collects location and contact information about your device using settings available on your device.

You can opt-out of receiving advertisements targeted in apps on your mobile device using the "Limit Ad Tracking" or similar

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capability on your device or by following the instructions provided at this Mobile Device Choices page.

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Our Company Responsibility News Media Center Investors Careers Verizon is a global leader delivering innovative communications and technology solutions that improve the way our customers live, work and play. ©2017 Verizon



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VZ Navigator App Privacy Policy

Verizon is committed to maintaining strong privacy protections for customers. Our <u>privacy policy</u> provides details about the information we collect, how we use it, and your options regarding certain uses of information. The following information provides additional detail about practices that are specific to the Verizon Messages Application.

Information we collect and how it is used

We collect and use location information, mobile telephone number and mobile device identifiers, information about your contacts when you request navigation to a contact's address, information about your travel and speed, and information about your use of VZ Navigator services.

This information is used to deliver, maintain and support the service; to enhance application features; to customize and personalize your in-application experiences including the advertisements you see; and to provide information to social network and others who have plug-ins in the application.

Information shared

We share certain information about your location and travel speed with third parties that use it to enhance the traffic reporting capabilities of this application. We may also share information about your locations and destinations with advertisers who may provide you with location-relevant advertisements. The information that is shared with these entities does not identify you personally.

Your choices

The VZ Navigator app provides you with choices about whether certain location settings are turned on or off. You can find these controls within the application preferences menu. You determine the types of information shared with social networks and other third parties by your use of social networking and messaging features within the VZ Navigator application.

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Verizon Message+ App Privacy Policy

Verizon is committed to maintaining strong privacy protections for customers. Our <u>privacy policy</u> provides details about the information we collect, how we use it, and your options regarding certain uses of information. The following information provides additional detail about practices that are specific to the Verizon Message+ Application.

Public Profile

You have the option to create a Verizon Message+ public profile with a name and an avatar, both of which will be associated with your mobile telephone number. Public profile information will be displayed on all messages you send, to everyone in all group messages that include you, when you reply to messages from people in your Contacts, and after one reply to anyone who is not in your Contacts. You can edit or delete your public profile at any time from the Sidebar menu.

Glympse Feature

The Glympse location messaging feature is offered through an agreement with Glympse, Inc. When you use the Glympse feature, information is collected and used by Verizon and Glympse and use of this information is covered by both the Verizon privacy policy as well as <u>Glympse's privacy policy</u>. When you send a Glympse message, your phone number and device location information will be made available to message recipients. Your name and picture may also be available if you have set your messages up in that way. Recipients will be able to track your location for the time you allow and may share your Glympse message with others, including social networking platforms or other public forums.

You have choices about the Glympse feature and the duration of device location information that is sent with your messages. Controls may be set within the app for each message you send.

Advertising Features

The Verizon Message+ app collects and uses your device's advertising identifier. Advertising identifiers are used, for example, to enhance advertising in the in-app search experience and are shared within the Verizon family of companies, including AOL, to help make advertising more relevant on the devices you use. This search capability is provided by Yahoo!, and search information and advertising identifiers are collected and used by both Verizon and Yahoo! Use of this information and these identifiers is covered by both the Verizon privacy policy and the <u>Yahoo! privacy policy</u>. You can opt-out of receiving advertisements targeted in apps on your mobile device using the "Limit Ad Tracking" or similar capability on your device or by following the instructions provided at this <u>Mobile Device Choices page</u>.

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Hum Privacy Policy

Hum service includes vehicle diagnostics, vehicle location assistance, one-button emergency calling, automated alerts to emergency personnel when a potential accident is detected, real-time vehicle tracking, and roadside assistance, as well as possible discounts on travel, automotive, car rental and other offers. Your Hum service also includes a mobile application and might include WiFi hotspot service from Verizon Wireless. Hum's privacy practices are covered by the <u>Verizon Privacy Policy</u> as well as Hum-specific practices described here. Verizon Wireless WiFi hotspot service privacy practices are covered by the <u>Verizon Privacy Policy</u>.

Information we collect and how it is used

When a Hum device is installed in your car, information is collected about your vehicle's performance and maintenance characteristics, as well as vehicle location and use information (including trip distances, acceleration, deceleration, turning, speed and revolutions per minute). This information is used to provide the Hum services described above, including real-time vehicle tracking.

The Hum app collects information from your mobile device. This includes device location and motion activity if you enable the app to collect this information. Location and motion activity includes trip locations and distances, braking (including hard braking), acceleration (including rapid acceleration), speed (including driving at high speeds), cornering (including sharp cornering), and whether your device screen is being tapped while your device is in a moving vehicle. Location and motion information are used to provide you with a driver safety score that gives you feedback about your driving and provides you with tips on ways in which driving could potentially be improved. The driver safety score is based solely on location and motion activity information from your mobile device and does not include any information from the Hum device. For Hum app users who also have a Hum device, mobile device location information is also used to help deliver Hum services, including parking reminders and roadside assistance. Information, including location, may be collected from your mobile device even when you are not using the app.

Information we share

Information that identifies your vehicle and other personal information may be shared when it is necessary to provide various Hum services, such as alerting emergency personnel of your location if a crash is detected, helping authorities locate your vehicle if you report it stolen or helping roadside assistance services locate your vehicle.

Hum information may also be used on its own or in combination with other Verizon information about you to determine aggregate insights about Hum users. For example, a company may find it valuable to know the number of vehicles on different roads at various times during the day and the percent of drivers of those vehicles that are in a certain age range. Hum inform may also be shared with third parties in a way that does not identify you personally. For example, it may be used to provide
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traffic reporting or similar services or to inform car manufacturers about characteristics of different vehicle models.

Your choices

Hum app users can invite each other to share Safety Score information, including cumulative Safety Score, total number of Safety Score events in the current week, total number of miles driven that week, first name, and avatar. You can stop sharing this information at any time by going to the leaderboard page within the Hum app and swiping left on the name and avatar of the person with whom you no longer want to share your Safety Score information.

You control whether the Hum app collects location and motion information from your mobile device. You can change those permissions at any time through your mobile device settings. If you disable location and/or motion activity information collection or turn off the driver safety score feature within the app, the feature will be disabled.

We may offer you the choice to share your information with others, such as insurance providers, to determine whether you may be eligible for discounts or other benefits.

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Verizon Home Privacy Policy

Verizon Home helps you manage smart home accessories connected to your Verizon SmartHub, including locks, lights, thermostats, smoke and carbon monoxide detectors, security cameras as well as flood, window, door, and motion sensors. Verizon Home's privacy practices are covered by the <u>Verizon Privacy Policy</u> as well as Verizon Home-specific practices described here.

Information we collect and how it is used

When you allow Verizon Home to connect with your smart home accessory account, we collect information about the type of accessory, the activity the accessory monitors (such as sensor activity), and your interaction with the accessory (such as thermostat and lighting changes). This information is used to provide the Verizon Home app display, enable your interaction with the accessories, provide notifications, and help us support and improve the app.

Information shared

We share Verizon Home app information with others you permit to view and control some or all of your smart home accessories.

Your choices

From Verizon Home, you can invite others to download the app and give them permission to view and control your smart home accessories. You can change or revoke permissions you have given to others to view and control your smart phone accessories at any time using app Settings or by visiting <u>http://my.smarthub</u> on a computer or other device that is connected by wire or Wi-Fi to your SmartHub.

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Mobile Location Analytics Privacy Notice

The privacy and security of your information is an important priority at Verizon. This privacy notice describes the Wi Fi-enabled device information we collect, use, and share when we provide Verizon Enterprise Solutions customers with mobile location analytics reporting services. <u>Verizon's Privacy Policy</u> provides detailed information about our privacy practices.

Mobile Location Analytics reporting services

Mobile location analytics reporting services provide aggregate insights about consumer behavior based on the collection of information from consumers' Wi Fi enabled devices. Venues such as airports, hotels and stores can use these insights to better understand and serve their customers.

Information we collect and how it is used

When providing mobile location analytics reporting services to a business, Verizon collects MAC addresses from Wi Fi enabled devices that come into contact with that business' Wi Fi network equipment. This occurs only when a device's Wi Fi is turned on. The MAC address is a unique identifier assigned to every mobile device; it is not the device's mobile number. The MAC address identifies the make of the device (such as Samsung or Apple), but it does not reveal other information about the device or its owner. We also capture the signal strength from the device to estimate the distance between the device and Wi Fi network equipment and sensors.

Once the MAC address is collected, it is hashed and encrypted. Each MAC address translates to a unique identifier that does not identify the device from which it was obtained. This information is retained in our databases for only as long as reasonably necessary for business or legal purposes.

Verizon analyzes this information to create anonymous and aggregated reports that are then shared with the business customer. For example, reports prepared for a retail business customer might contain information such as how many people visited the store, how long they stayed, which part of the store they visited, and how often they returned. This information might be used, for example, to reduce wait times at check-out, optimize store layouts, and understand consumer shopping patterns.

Your choices

Verizon participates in the <u>Mobile location analytics Code of Conduct</u> developed by the <u>Future of Privacy Forum</u>. This code requires transparency and choice for Mobile location analytics service providers. If you would like to exclude your Wi Fi-ena' device from being included in mobile location analytics reporting by companies who participate in this Code of Conduct, <u>you</u> opt out at any time.

<u>Español</u>

If you have questions, concerns or suggestions related to our Privacy Policy or our privacy practices, e-mail us or contact us at:

Verizon Privacy Office1300 I Street, NWSuite 400 WestWashington, DC 20005Fax: 202-289-6781

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Device Installment Privacy

This notice describes what Verizon Wireless does with personal information customers provide in device installment financial transaction.

View device installment privacy policy (PDF)

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A business subject to California Civil Code section 1798.83 is required to disclose to its California customers, upon request, the identity of any third parties to whom the business has disclosed personal information within the previous calendar year, along with the type of personal information disclosed, for the third parties' direct marketing purposes. Please note that under California law, businesses are only required to respond to a customer request once during any calendar year.

In addition, a business subject to California Business and Professions Code Section 22581 must allow California residents under age 18 who are registered users of online sites, services or applications to request and obtain removal of content or information they have publicly posted. Your request should include a detailed description of the specific content or information to be removed. Please be aware that your request does not guarantee complete or comprehensive removal of content or information posted online and that the law may not permit or require removal in certain circumstances.

If you are a California resident and would like to make such a request, e-mail us or contact us at:

Verizon Privacy Office1300 I Street, NWSuite 400WWashington, DC 20005Fax: 202-789-1432

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Andrew Testa @ andrewtesta

#BlackFridayWeekend deals at @verizon are still going strong. But if you're planning for #CyberMonday, there are even MORE offers. Starting tomorrow, get a Google Pixel for \$5 per month or the Pixel XL for \$10 per month on device payment. Go, go, go! verizonwireless.com/deals

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Nov 26

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verizon [/]	Verizon News	Nov 20
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today

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More community



11.27.2017

AR, robots, and droids! A Houston school rolls out 1-to-1 tech for its students.

At Hodges Bend Middle School, students discover the wonder and possibilities of STEM thanks to new iPads and data plans.



10.27.2017

#weneedmore Emoji makers: Students find new forms of expression through design

At a recent Verizon Innovative Learning retail lab, middle school students learn how to distill their emotions into one tell-all image.

People

More people



Teachers with tech. Now what?

Socio-economic circumstances are creating a gap preventing more than 1 million classrooms from proper access to technology





Makarand Joshi always hikes with this tech item that multitasks as a compass, distance tracker, mapper and lifesaver.

Personal Tech

More personal tech



11.20.2017

Our "Holiday House" showcases smart home tech and connected gifts galore

Take a tour of our holiday house and see the best gifts you can get on the best network.



11.10.2017

How real Verizon engineers ended up in the new Google Pixel 2 Commercial

The story behind the real Verizon engineers appearing in the Google Pixel 2 Ads.

Enterprise Tech

More enterprise tech



The Small Business Holiday Checklist

IT tips for small businesses to consider as they prepare for the holiday shopping season.



2017 Holiday Retail Index by Verizon tracking digital commerce traffic

The Holiday Retail Index by Verizon monitors daily traffic volume to the top 25 U.S.-based online retailers throughout the holiday shopping season.

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11.28.2017 | Network

In more cities, Verizon continues to be No. 1 in reliability

The initial testing results of the Top 125 U.S. cities are in and Verizon's Network is unbeaten in reliability performance 91 percent of the time.

11.21.2017 | Public Policy

Verizon supports FCC's Restoring Internet Freedom Proposal

This is Verizon's reaction to an FCC proposal to amend net neutrality rules.

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Thousands of High School Students Support Small Businesses with New Technology Solutions

Verizon Innovative Learning expands program enabling high school students to develop technology solutions for local...

11.21.2017 | Devices, Plans and Accessories

Get up to 50% off Google Pixel 2, Samsung Galaxy S8, Moto Z2 Force, and more this Black Friday at Verizon

Starting online Thursday and in stores on Black Friday, get the Google Pixel 2, Google Pixel 2 XL, Samsung Galaxy S8, Samsung...

11.20.2017 | Devices, Plans and Accessories

Verizon announces first ever Fios Black Friday offer

Fios is offering a few new promotions to help customers use all their technology and devices to their full capacity.

11.16.2017 | Corporate

We're thankful for customers like you

Customers are reaching out to share that they love Verizon.

11.15.2017 | Financial

Verizon announces tender offers / consent solicitations for 31 series of Verizon and certain of its subsidiaries' notes

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11.15.2017 | Financial

Verizon announces private exchange offers/consent solicitations for 18 series of notes open to certain investors

Verizon Communications Inc. announces private exchange offers and consent solicitations with respect to 18 series of...

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The Holiday Retail Index by Verizon Enterprise Solutions returns to offer digital commerce insights to retailers and distributors

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11.06.2017

Verizon's John Stratton to speak at Wells Fargo conference Nov. 7

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UBS 45th Annual Global Media and Communications Conference

Matt Ellis, EVP & CFO, will speak at the UBS 45th Annual Global Media and Communications Conference on December 5 at approximately 8:00 AM ET. Access instructions will be available prior to the webcast.

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01.23.2018 🗌 8:30 AM ET

Verizon Fourth Quarter 2017 Earnings

Verizon's 4Q 2017 earnings release and quarterly financial statements will be available by 7:00 a.m. ET on 1/23/18. The earnings call will begin at 8:30 a.m. ET.

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Corporate governance

Our governance framework is rooted in our core values of integrity, responsibility and accountability.

Corporate governance \Box

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Shareowner FAQs

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Corporate

Hear from our people.



Eric Reed Executive Director of Government Affairs

"All the people here that I've worked with deliver a great experience for our customers."



Norma Moreno-Bernal District Manager, Retail Sales

"Verizon has given me the ability to balance motherhood and my career, as well as going back to school."



Bobby Hernandez Consumer Marketing Manager

"The competition needs to catch up, and by that time we'll have something better."



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Hearing Aid Compatibility

411 Assistance

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