Privacy Policy

Effective and Updated Date: November, 2026

About This Policy

Fourway Computer Products, Inc, doing business as Fourway.net ("Fourway," "we," "our," or "us"), provides internet service in northern Indiana and southern Michigan. This Privacy Policy explains what information we collect, how we use it, and the choices you have. It applies to visitors to our website and to current and former customers of our services ("you" or "your").

This policy is part of your Customer Service Agreement, which includes our Terms of Service and Acceptable Use Policy. By using our services or our website, you agree to the practices described here. Our services are intended for customers in the United States and are operated under U.S. law.

Our Commitment: We Do Not Sell Your Information

Fourway does not sell, rent, or trade your personal information to anyone. We do not sell your browsing history, the contents of your email, your SMS data, or your account information. We share information only in the limited situations described in "How We Share Information" below, such as with service providers who help us run our business.

Information We Collect

Information you give us. When you sign up for service, contact us, or update your account, we collect information such as:

- Your name, service address, and billing address
- Email address and phone number(s)
- Account, billing, and payment information
- Username and password for your account
- Information you share when you ask for technical support

Information collected when we install or maintain service. This includes details about the equipment installed at your home or business and how it performs.

Website information. When you visit our website, we automatically collect technical information such as your IP address, browser and device type, the pages you view, and cookie data.

Network information. When you use our internet service, we collect the technical information needed to run our network, as described in "Network Information" below.

Social media. If you contact us through Facebook or another social media platform, we may connect that conversation to your account so we can help you.

How We Use Information

We use your information to:

- Provide, install, maintain, and bill for your service
- Respond to your support requests and troubleshoot problems
- Communicate with you about your account, service changes, outages, and maintenance
- Protect our network, our customers, and our company from fraud, abuse, and security threats
- Improve our service and our website
- Comply with the law

If you have told us how you prefer to be contacted, we will use that method first when possible.

Fourway Email Accounts

If you have an email account through Fourway, the contents of your mailbox belong to you. **We do not read, sell, or share the contents of your email, and we never use your email to target advertising.** Our systems automatically filter messages for spam, viruses, and other threats. This filtering is used only to protect you and our network, not to profile you.

Fourway staff will access a mailbox only:

- When you ask us to help with your account
- When needed to protect our network or stop abuse
- When required by law or legal process

SMS/Text Messaging

Fourway offers text messaging so customers can get internet support, during business hours and after hours. When you text our support number at [574-933-6962] or otherwise agree to receive support texts from Fourway Computer Products, Inc (Fourway.net), we collect:

- Your mobile phone number
- The date and time you opted in
- The content of the messages we exchange

We use this information only to respond to your support requests, troubleshoot your service, and send account-related or service-related messages you have requested. Numbers collected through our support text line are not used for marketing messages.

We do not sell or share your SMS opt-in data or personal information with third parties for marketing purposes. Mobile information may be shared only with the service providers that deliver our text

messages, such as our SMS messaging platform provider, and only as needed to send and receive messages.

Message and data rates may apply. Message frequency varies. You can opt out at any time by replying STOP. For help, reply HELP or contact support@fourway.net.

Marketing Communications

We may send you information about Fourway services, upgrades, and promotions by email, postal mail, or phone. We will send marketing text messages only if you have separately given us express permission to do so. Our support text line is not used for marketing.

You can opt out of marketing emails by using the unsubscribe link in the message, or by contacting support@fourway.net. Opting out of marketing does not stop service-related messages, such as billing notices or outage alerts.

Cookies, Advertising, and Website Analytics

Our website uses cookies and similar technologies to remember your preferences, understand how visitors use our site, and improve its performance. You can block or limit cookies in your browser settings, but some parts of our website may not work properly if you do.

We use Google Ads to advertise our services. Google may place cookies or similar technologies on our website to measure how well our ads work and to show our ads to people who have visited our site. This information is about your device and browsing activity on our website. It does not include your name, email address, phone number, or account details. Google's use of this information is governed by its own privacy policy. You can manage or turn off personalized ads at https://adssettings.google.com, or learn about opting out of interest-based advertising from other companies at https://optout.networkadvertising.org.

Our website does not currently respond to browser "Do Not Track" signals because no common industry standard for them exists.

If you respond to one of our Google call or messaging ads, Google may monitor or record that communication under its own terms.

Our website and social media pages may link to other websites. We are not responsible for the content or privacy practices of those sites.

Network Information

To operate and protect our network, we collect technical information about your connection, such as:

- When your service is in use
- How much data you send and receive
- General traffic patterns and network activity

- How the equipment at your home or business is performing

As part of normal network management, **we do not monitor the content of your internet traffic, the websites you visit, or your email.** We may combine network information from many customers into aggregate statistics about overall network performance. Aggregate statistics do not identify any individual customer, and we may share them with vendors and partners.

We may review more detailed network information only:

- When you or an authorized user on your account asks us to help with a problem
- If we have reason to believe the service is being used in violation of your Customer Service Agreement or the law
- If your use of the service is harming the network or other customers
- When required by law or legal process

How We Share Information

We share personal information only in these situations:

- **Service providers.** We work with companies that help us run our business, such as payment processors, billing systems, network support vendors, and our SMS messaging platform. They receive only the information they need to do their job, and they may not use it for any other purpose.
- **Affiliates.** Fourway shares certain administrative resources with companies under common ownership. Where those companies have access to customer information, they may use it only to support Fourway's services and may not use it for their own marketing or any other purpose.
- **Business transfers.** If Fourway is involved in a merger, acquisition, or sale of assets, customer information may be transferred to the new owner as part of that transaction. The new owner would be required to honor this policy.
- **Protection and safety.** We may disclose information when we believe it is needed to enforce our agreements, protect our network and property, or protect the safety of our customers, employees, or the public.
- **Legal requirements.** We may disclose information when required by law, subpoena, court order, or other legal process.

We do not share your personal information with other companies for their own marketing purposes.

Keeping Your Information Secure

We use reasonable administrative, technical, and physical safeguards to protect your information. No system is completely secure, however, and we cannot guarantee that information will never be accessed without authorization.

You are responsible for keeping your account password private and for signing out of shared devices. Please let us know right away if you believe someone has gained access to your account without your permission.

Fourway will never ask for your Social Security number, full bank account number, full credit card number, or driver's license number by email or text message. If you receive a message like this that claims to be from Fourway, do not respond, and contact us at legal@fourway.net.

How Long We Keep Information

We keep personal information for as long as needed to provide your service, support your account, and meet our legal, tax, and accounting obligations. We may keep certain records after your service ends, or after you update or delete information, for security, verification, and record-keeping purposes. SMS conversation records are kept as long as needed to support you and maintain accurate account records.

Your Choices and Rights

You can request to:

- Review the personal information we have about you
- Correct inaccurate information
- Delete information we are not required to keep

To make a request, contact support@fourway.net or call us at [574-277-7720 or 800-733-0062]. We will verify your identity before acting on your request. Some information, such as past billing addresses and payment records, must be kept for security or legal reasons and cannot be deleted.

You may also:

- Opt out of marketing communications at any time
- Opt out of SMS support messages by replying STOP
- Manage personalized Google ads through your Google ad settings

California residents. California Civil Code Section 1798.83 lets California customers ask whether we share personal information with third parties for their direct marketing purposes. We do not. Requests can be sent to legal@fourway.net with "California Privacy Rights" in the subject line.

Children's Privacy

Our services are not directed to children under 13, and we do not knowingly collect personal information from them. If you believe a child under 13 has given us personal information, contact legal@fourway.net and we will delete it as quickly as we reasonably can.

Changes to This Policy

We may update this Privacy Policy as our services or the law change. When we do, we will post the updated policy on our website with a new effective date. We may also notify you by email or other means where required. If we make a material change to how we use or share personal information that identifies you, we will give you a chance to consent or opt out before the change applies to you.

Contact Us

If you have questions about this Privacy Policy or our privacy practices, contact us:

Fourway Computer Products, Inc (Fourway.net)
12700 4A Road
Plymouth, IN 46563
Email: legal@fourway.net
Support: support@fourway.net
Phone: [574-277-7720 or 800-733-0062]