

## **Gigstream –Privacy Notice**

**Last Updated:** January 29, 2026

### **1. Overview**

This privacy notice (“**Privacy Notice**”) describes how Skywire LLC dba Gigstream (“Gigstream”, “we”, “our”, or “us”): (a) collects, uses, retains, shares, or otherwise processes your data (“**process**” or “**processes**”); and (b) describes your rights regarding your personal data (as defined below) and how to exercise those rights. Please read this Privacy Notice carefully to understand our policies and practices regarding your data and how we will treat it.

#### **1.1. Modification of This Privacy Notice**

This Privacy Notice may be modified from time to time. The date this Privacy Notice was “last updated” is at the top of this page. If we make a material change to this Privacy Notice, we will publish the updated Privacy Notice to: [www.gigstream.com](http://www.gigstream.com). We advise you to frequently check this Privacy Notice for any changes. We may also provide notice of such changes to you in other ways, at our discretion, such as via email.

**YOUR USE OF THE PLATFORM, AND CONTINUED USE OF THE PLATFORM FOLLOWING ANY CHANGES TO THIS PRIVACY NOTICE, SIGNIFIES YOU READ AND UNDERSTAND THE TERMS OF THIS PRIVACY NOTICE. IF YOU DO NOT AGREE WITH THE TERMS OF THIS PRIVACY NOTICE, YOUR CHOICE IS TO NOT USE PLATFORM.**

#### **1.2. When This Privacy Notice Applies**

This Privacy Notice applies to the data we collect from or about you when you take the following actions (collectively, the “**Platform**”):

- visit or interact with one of the websites we own or control, including [www.gigstream.com](http://www.gigstream.com) (each, a “**Site**”);
- participate in a sweepstakes, contest, or promotion put on by us;
- interact with us offline, including by phone;
- you purchase or use our services (“**Services**”).

#### **1.3. When This Privacy Notice Does Not Apply**

This Privacy Notice does not apply to your data if you:

- (a) are our employee or independent contractor carrying out your obligations as our personnel;
- (b) apply for a job with us;
- (c) if we’ve provided you with an alternate privacy policy at the time of collection; or
- (d) if you interact with third-party digital assets that are linked to or accessible from the Platform.

### **2. Type of Data Collected; Source of Data**

The types of data we collect about you depend on your interactions with us and on our Platform. In this section, we describe the categories of data we collect, organized by the sources of this data.

By interacting with the Platform, you grant us the right to use your data to enable us to provide the Platform to you, to improve the Platform, and other uses as stated in this Privacy Notice, in our [Terms and Conditions](#), and in any ancillary agreements you may have entered with us related to our Platform. If you do not provide your data when requested, you may not be able to use our Platform or certain features of our Platform in whole or in part: (a) if that data is necessary to provide you with our Platform or such features or (b) if we are legally required to collect the requested data.

## 2.1. Data You Directly Provide to Us

In addition to any other categories of data we state we are collecting at the time of collection, we may also collect the following data that you provide directly to us:

- (a) Identifying Data. Data by which you may be personally identified such as name, address, phone number, and email address, or any other data that could be used to identify you or that associated with such identifiable data that could identify you;
- (b) Demographic Data. Data that is about you but that as an individual piece of data does not specifically identify you, such as zip code;
- (c) Communications Data. Data contained in your communications with us through our Platform, such as when you request additional information about our Platform, provide us with feedback, through forms on the website on the Platform, or interact with our customer service teams (including chat logs and call recordings), including personal data used to contact you, the date and time of your communications, and the content of your communications;
- (d) Login Data. Data related to your account such as username, password, and security questions;
- (e) Transaction Data. Data related to our Services, such as the type of Services requested or provided, order details, delivery information, or the amount charged. To complete a transaction, you may be required to provide payment and financial data such as the type of card, card number, expiration date, security code, and billing address. When you provide such data, we will store the last four digits of your card, but all other information is processed directly by a third-party payment processor.

## 2.2. Data Automatically Collected About You

As you navigate through and interact with our Platform, we, our service providers, or other third parties may use cookies, pixels tags, and other client-side or server-side automatic data tracking technologies (“Automatic Tracking Technologies”), to collect certain data about your equipment, browsing actions, and patterns, including the following types of data:

- (a) Device Data. Data when you interact with the Platform such as technical data about your device including your IP address; unique identifiers and device type; domain, browser type, version, and language; operating system and system settings; and similar device data.
- (b) Usage Data. Data about your visits to and usage of our Platform including: usage details (i.e., date/time/duration on a given Site page), traffic data, logs, general location and time zone based on your IP address, heat maps that show where your mouse is on a Site page, other communication data and the resources that you access and use on the Site, and navigation paths within the Site. This data may include links clicked, Site page views, searches, features used, items viewed, or time spent on the Platform.

The Automatic Tracking Technologies we may use include the following:

- (i) Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate settings on your browser. However, if you select this setting, you may be unable to access certain parts of our Platform. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Platform.
- (ii) Log Files. Log files are software-generated files containing data about the operations, activities, and usage patterns of an application, server, or IT system, such as what was done and at what time.
- (iii) Web Beacons. Pages of our Platform may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or for other related Platform statistics (for example, recording the popularity of certain Platform content and verifying system and server integrity).

We use Google Analytics, which uses cookies or other Automatic Tracking Technologies to help us analyze how users interact with and use the Platform, compile reports on activity, and provide other services related to activity and usage. Google Analytics may collect information such as your IP address, time of visit, whether you are a return visitor, and referring website. To learn more about how Google Analytics collects and processes data you may visit <https://www.google.com/policies/privacy/partners>. For more information on how to opt out of Google Analytics tracking across all websites you use, visit: <https://tools.google.com/dlpage/gaoptout>.

In addition, as a telecommunications service provider, we collect Customer Proprietary Network Information ("CPNI"). CPNI includes:

- Information about the quantity, technical configuration, type, destination, location, and amount of your use of our telecommunications services
- Information contained on your bills for telecommunications services
- Call detail records, including numbers called, time and duration of calls
- Service usage patterns and preferences
- Technical service information
- Billing and payment information related to telecommunications services

### 2.3. Data We Collect from Other Sources

We may receive the data described above from other sources such as service providers and other third parties who help us provide the Platform or market our Platform to you. These other sources we may receive data from include the following:

- (a) Service Providers. We may use service providers to provide the Platform to you or for any other purpose described in the How We Use Your Data section below. These service providers have contractual obligations regarding how they are allowed to use the data we provide to them which is limited to the purpose in which we provide it and for no other purpose.
- (b) Affiliates or Subsidiaries. Our affiliates or subsidiaries may share data from or about you with us in connection with us providing the Platform to you or for any other purpose described in the How We use Your Data section below.

## 3. **How We Use Your Data**

We, along with our service providers or other third parties, may use your data for the purposes described below. As part of these purposes, your data may be processed using Artificial Intelligence technologies ("AI") including AI that generates images, text, audio, or video from user inputs (generative AI). We may use your data for the following purposes:

- (a) Provide and Improve our Platform. To provide the Platform to you, including personalizing the content, and features that match your activities, preferences, and settings on the Platform and to monitor and analyze trends, usage, and activities in connection with Platform.
- (b) Provide and Improve our Services. To effectively deliver the Services your request as well as to, administer, present, support, maintain, and improve our products or services.
- (c) Communicate with You. To communicate with you, including when you request additional information from us, or when we contact you about your account such

as reminders about your subscription renewal or a material change to our policies that affect you, or in connection with the Platform you have purchased from us. Notwithstanding any other statement in this Privacy Notice, if we collect your phone number with consent to communicate with you via text messages, we will only do so for the purpose provided at the time you consented.

- (d) Advertise and Market to You. To send advertising or marketing communications (including targeted advertisements) about products, or services offered by us and others, and provide news and information that we believe may be of interest to you and to analyze and enhance our marketing communications and strategies. For information about managing your marketing preferences, see the Your Choices About Your Data section below.
- (e) Provide Safety and Security. To detect and protect against malicious, deceptive, or illegal activity, including fraudulent transactions, errors, negligence, violations of any applicable terms, security incidents, and harm to the rights, property, or safety of us and our users, customers, employees, or others.
- (f) Troubleshoot. To identify and debug errors that impair the existing intended functionality of our Platform.
- (g) Facilitate Corporate Transactions. In anticipation of or in connection with a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which the data held by us is among the assets transferred.
- (h) Obtain Your Consent. In accordance with: (i) the way we describe to you when you provide the data to us; (ii) your instruction or intentional direction; or (iii) any other way when you consent.
- (i) Comply with Legal Obligations. To comply with our legal or regulatory obligations, including our tax obligations and those related to the prevention of fraud and money laundering, and those required for you to benefit from rights recognized by law, or any regulatory requirements or provisions.

We may also use that aggregated data to enhance and personalize your experience with us, for promotional purposes, testing our IT systems, research, data analysis, improving our Platform, developing new products and features, and for other purposes described in this Privacy Notice. We may use, without restriction, data that is aggregated or de-identified and is maintained in a form that cannot reasonably be used to infer data about, or otherwise be linked to, a particular individual or household. We will not attempt to reidentify such data.

#### 4. Who We Share Your Data With & The Purpose of Disclosure

We may disclose data that we collect from you or that you provide as described in this Privacy Notice to the following categories and for the purposes set forth below:

- (a) Service Providers. We disclose data to unaffiliated companies or individuals we hire or work with that perform services on our behalf, including customer support, web hosting, software developers, information technology services, database management, direct mail and email distribution. These service providers may have access to data we collect from you to perform the specific services we request from them.
- (b) Other Third Parties.
  - (i) *Analytics* . We engage third parties to provide analytics services regarding the Platform such as assisting us estimate our audience size and our audiences usage patterns by tracking certain data such as pages viewed, time spent on pages, links clicked, and conversion data through Automatic Tracking technologies.
  - (ii) *Affiliates / Subsidiaries*. We may disclose your data to our parent company, subsidiaries, and other companies under common ownership or control with us for purposes consistent with this Privacy Notice.
- (c) Corporate Transaction. Your data may be disclosed or transferred in anticipation of or in connection with a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which data held by us is among the assets transferred.
- (d) Law Enforcement Authorities and Individuals Involved in Legal Proceedings. We disclose data when we believe doing so is reasonably necessary to comply with applicable law or legal process (including an enforceable request from authorities), to respond to claims (including inquiries by you in connection with your purchases from us), enforce or apply our other policies, or to protect the rights, property, or personal safety of us, our users, employees, or others.
- (e) Professional Advisors. We may disclose your data to professional advisors, such as lawyers, bankers, auditors, and insurers, where necessary in the course of the professional services that they render to us.
- (f) Your Consent or at Your Direction. We disclose data, to third parties when we have your consent or direction to do so. We may also disclose your data to third parties, such as when you expressly direct us to do so or when you use our products or services to intentionally interact with third parties. In these cases, we disclose your data to carry out your request.

Notwithstanding any other statement in this Privacy Notice, your mobile phone number will not be shared with third parties/affiliates for their marketing/promotional purposes. In addition, as required by law, we will not share your opt-in consent, to receive text messages from us, with any third parties for any purpose other than the individual and specific purpose to which you consented.

## **5. How We Protect Your Data**

We have implemented measures designed to secure your data from accidental loss and unauthorized access, use, alteration, and disclosure.

The safety and security of your data also depend on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Platform, you are responsible for keeping this password confidential. Do not share your password with anyone.

Unfortunately, the transmission of data via the Internet is not completely secure. Although we use reasonable efforts to protect your data, we cannot guarantee the security of your data transmitted to our Platform. Any transmission of data is at your own risk. We are not responsible for the circumvention of any privacy settings or security measures contained in the Platform.

## **6. Retention of your Data**

We may retain your data for as long as we need it to provide you with the Platform. In addition, we may retain this data if necessary to comply with our legal obligations, resolve disputes, or enforce our agreements.

## **7. Your Choices About Your Data**

We strive to provide you with choices regarding the personal data you provide to us. Below are options for your personal data. If you are a resident of California, Nebraska, or Texas you may have additional options and/or rights concerning your data; please see the [U.S. Addendum](#) to learn more.

### **7.1. Automatic Tracking Technologies**

We and other third parties may use Automatic Tracking Technologies on the Platform. This Privacy Notice does not apply to these third-party Automatic Tracking Technologies because we do not control the data collected by them.

You may be able to block or disable Automatic Tracking Technologies on your device at any time by changing your preferences or options menus in your browser. You may also be able to reject or delete the Automatic Tracking Technologies that are stored on your device. However, blocking, disabling, or deleting Automatic Tracking Technologies may result in some parts of the Platform being inaccessible or not functioning properly.

Each browser provides different mechanisms for managing Automatic Tracking Technologies. Look at your browser's help menu to determine the best way to modify your browser's Automatic Tracking Technologies storage. You can usually find these settings in the "Options" or "Preferences" menu of your browser. You can use the "Help" or similar option in your browser for more details.

To specifically find out more about cookies, including how to see what cookies have been set and how to block and delete cookies, please visit: <https://www.aboutcookies.org/>.

## 7.2. Our Email Marketing to You

If you do not wish to receive our marketing emails, you may unsubscribe by following the unsubscribe instructions at the bottom of the email or by contacting us through the contact information in the How to Contact Us section at the bottom of this Privacy Notice. After you unsubscribe, however, you may continue to receive product or service-related and other non-marketing emails. If you have provided more than one email address to us, you may continue to be contacted unless you request to unsubscribe each email address you have provided.

## 7.3. Our Text Communications to You.

If you do not wish to receive our marketing texts, you may unsubscribe by following the unsubscribe instructions on the texts or by contacting us through the contact information in the How to Contact Us section at the bottom of this Privacy Notice.

## 7.4. Do Not Track Signals

Some web browsers (including Safari, Internet Explorer, Firefox, and Chrome) incorporate a "Do Not Track" ("DNT") or similar feature that signals to websites that a user does not want to have his or her online activity and behavior tracked.

Please note that we do not recognize or respond to any signal which your browser might transmit through the DNT feature your browser might have. If you wish to disable Automatic Tracking Technologies on our Platform, you should not rely on any "DNT" feature your browser might have.

## 7.5. CPNI

We do not use your CPNI for any marketing purposes. If you would like to receive a copy of your CPNI, please contact us using the How to Contact Us section below, and we will provide you with the relevant information we have, if we reasonably believe the request is valid.

# 8. Federal Laws

This Privacy Notice is designed to comply with the Communications Act of 1934, as amended, and FCC regulations regarding CPNI. We maintain appropriate safeguards to protect the confidentiality of your CPNI. In addition, we provide the above choices with regard to your CPNI.



## **9. Links to Other Third-Party Digital Assets**

We may provide links to digital assets such as websites, applications or services that we do not own or operate (“**third-party digital assets**”). Those links are provided for your convenience. If you follow the link and visit those third-party digital assets, they too may collect data about you. We do not own or control any third-party digital assets, and we are not responsible for the practices employed by third-party digital assets linked to or from our Platform. We recommend that you review the privacy notices of other third-party digital assets before authorizing third-party access to your data.

## **10. Children Under the Age of 18**

Our Platform is **not** directed at or intended for children under 18 years of age. No one under the age of 18 may provide any data to or on the Platform. We do not knowingly collect data from children under 18. If you are under 18, do not use or provide any data on the Platform or on or through any of its features/register or in connection with the Platform. If we learn we have collected or received data from a child under 18 without verification of parental consent, we will delete that data. If you believe we might have any data from or about a child under 18, please contact us through the data at the How to Contact Us section below.

## **11. International Visitors**

We are based in the United States. When we obtain data about you, we may process such data outside of the country in which you reside, including in the United States. By using the Platform, you consent to the transfer to and processing of your data in countries outside of your country of residence, which may have different data protection laws than those in the country where you reside.

## **12. How to Contact Us**

To ask questions or comment about this Privacy Notice and our practices in general, contact us at:

*Email*                      Support@gigstreem.com

*Phone*                      888-598-6637