Hidden Lake Wireless, Inc.

Privacy Policy

At Hidden Lake Wireless, protecting the privacy and confidentiality of your personal information is important to us. We value your business and the trust you put in Hidden Lake Wireless. We would like to assure you that, as explained more fully below, we will not make your personal information available for marketing purposes to anyone outside our organization unless you provide us with permission.

To help you better understand how your personal information is protected, we provide you with the following statement describing our practices and policies with respect to the privacy of customer information.

At Hidden Lake Wireless:

We do not disclose any nonpublic personal information about you to anyone except as permitted by law. We may, for example, disclose nonpublic personal information about you to others for purposes of servicing your account with us, processing transactions that you request or authorize.

We restrict the access to your personal and account information to employees who need to know that information to provide products or services to you.

Correcting and Updating Your Information

The accuracy of your personal information is important to us. If you are a customer and have a concern about your personal or account information maintained at Hidden Lake Wireless, or want to correct, update, or confirm your information, please e-mail or call us. We will be happy to review and update our records.

Internet Security

When you utilize Internet services provided by Hidden Lake Wireless, we strive to make that experience easy, meaningful, and secure. We accomplish this in the following ways:

Radio Communications Security. While the data stream transmitted between the radio installed at your home and the Hidden Lake wireless base station is not encrypted, your data is still protected. First of all, because the Motorola Canopy system, used by Hidden Lake Wireless, is based on a proprietary protocol, there are no published specifications for the product by which sniffer radios could be built. In addition, a sniffer would require the proprietary Canopy chip set that is not readily available. Second, the MAC protocol for packet assembly, disassembly and retransmission is not published. Third, data transmitted over the air is scrambled into 64-byte data packages thus providing an additional obstacle to unauthorized decoding. Finally, the directionality of the Canopy system transmissions impedes eavesdropping. In other words, the proprietary air interface presents a major hurdle for unauthorized parties. Additionally, access to the Hidden Lake Wireless network is controlled using the PPPoE protocol and requires a valid user name and password to gain access.

Secure browsers. In order to better protect your personal information, Hidden Lake Wireless has adopted the policy of our customers using browsers capable of 128-bit encryption. This insures that the process of sending us your personal information over the World Wide Web is safe. The information is encrypted by your web browser using a "key" that will enable it to be legally decrypted only by the destination website. Using a 128-bit cipher makes it exponentially more difficult than the previously accepted standard of 40-bit encryption. The most recent versions of both Internet Explorer and Mozilla Firefox utilize 128-bit encryption.

Payment Security. Hidden Lake Wireless uses an online billing service called Billing Manager by the Intuit Corporation. Billing Manager provides a safe and secure way to pay your Hidden Lake Wireless bill online. All transactions are done utilizing secure 128-bit encrypted web browser connections. All credit card information is stored on Intuit's secure servers.