

WEBSITE & MOBILE APP Privacy Policy

Thank you for visiting the Jackson Energy Authority's (JEA), EPlus Broadband (EPBB), and EPlusTV 6 (TV6) Websites and Mobile App. We want our Website and Mobile App users to have access to useful information, self-service features, and the products and services JEA provides. This Privacy Policy explains our guidelines regarding interaction with this Site, App, and JEA's electronic publications, effective September 1, 2019. Please read the following information carefully and check this site periodically for updates.

Copyright

Unless otherwise indicated in this Site or Mobile App, the information, and materials available through this site are the property of JEA and/or its affiliates and are protected under U.S. and foreign copyright, trademark and other intellectual property laws. No intellectual property or other rights in and to the information and materials on this site are transferred to visitors to this site.

Permissions

You may not reproduce or distribute copies of materials found on this site (including, but not limited to text, logos, graphics, sounds, or images) in any form (including by email or other electronic means), without prior permission from JEA. Instead, we encourage you to tell others how to access the materials directly through this Site. This policy does not, however, prohibit a person from emailing certain pages from this Site or Mobile App to other persons where we have provided a link for that purpose.

Framing: You may not frame any of the content of this site or incorporate it into another website.

Send requests for permission to reproduce or distribute materials found on this Site or Mobile App to JEAContactUsWebsite@jaxenergy.com.

Personal Information

We do not automatically collect personal information when you visit our Site or Mobile App unless you voluntarily provide that information to us, such as in an online sign-up form. In those cases, the personal information you provide, such as your name, address and JEA account number, are used to provide the service you are requesting via that form.

Unless you have cookies "turned off" on your computer when you visit our site, your computer creates a cookie that is stored in its temporary memory. These cookies are not retained after you close your browser, and this information does not identify you personally. Our servers are able to collect data from temporary cookies that tell us certain information about your visit during that session, including:

- The date and time you access our site.
- Pages you visit.
- Type of browser and operating system used to access our site.
- Address of the referring website, if you arrived from another website.
- Internet domain and the IP address from which you access our site.

We do use persistent cookies on some online forms. These cookies allow information in certain form fields to be retained on your computer for your convenience so that you do not have to retype the information.

The email address you provide when enrolling for services is stored in a secure database. Your email address will not be sold to any entity outside of JEA. It may, however, be used by JEA for promotional email campaigns.



WEBSITE & MOBILE APP Privacy Policy

Information Use

We use the information you provide to:

- Fulfill your requests and answer your questions.
- Help you quickly find and/or receive information about JEA or an affiliated company.
- Notify you of changes or improvements to JEA programs, services, and offerings.
- Improve the content of our website for your use.

JEA does not claim ownership of the materials you provide to JEA (including feedback and suggestions) or post, upload, input, or submit to any JEA Site, Mobile App, or our associated services (collectively "Submissions"). However, by posting, uploading, inputting, providing, or submitting your Submission you are granting JEA, our affiliated companies, and necessary sublicensees permission to use your Submission in connection with the operation of their Internet businesses including, without limitation, the rights to: copy, distribute, transmit, publicly display, publicly perform, reproduce, edit, translate, and reformat your Submission; and to publish your name in your Submission.

No compensation will be paid with respect to the use of your Submission, as provided herein. JEA is under no obligation to post or use any Submission you may provide and may remove any Submission at any time in JEA's sole discretion.

By posting, uploading, inputting, providing, or submitting your Submission you warrant and represent that you own or otherwise control all of the rights to your Submission as described in this section including, without limitation, all the rights necessary for you to provide, post, upload, input, or submit the Submissions.

Information Sharing

JEA does not sell or provide personally identifiable information, including your name, address, phone number, account number or email address, to unaffiliated companies for commercial purposes. JEA may, however, share personally identifiable information for legitimate business purposes, including without limitation, the following:

- Making information available to third parties and/or service providers who are providing the products, services, or information you requested. These third parties are not allowed to use the personally identifiable information except for the purpose of providing the products and/or services.
- Making information available to third parties who are providing services to JEA or its affiliates.
- Disclosing information when allowed or required by law or regulation or when our legal counsel has a good-faith belief that a subpoena or court order requires the disclosure.

Links

Our Website and Mobile App contains links to sources outside of JEA that are useful to visitors at our site. Once you leave our Website and Mobile App, you are subject to the privacy policy of the new site.

Logos

The use of the JEA corporate logo is not permitted on another entity's website or printed materials without prior consent. To request logo usage, send an email with an explanation about the proposed use to JEAContactUsWebsite@jaxenergy.com.

JEA may make improvements and/or changes to any products or services described on this Site or Mobile App. JEA does not guarantee that any product or service will be continuously available. The information on our Website and Mobile App is periodically updated.



WEBSITE & MOBILE APP Privacy Policy

Disclaimer of Warranties and Limitation of Liability

THIS SITE, MOBILE APP, AND ALL INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) AND SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THIS SITE ARE PROVIDED BY JEA ON AN "AS IS" AND "AS AVAILABLE" BASIS UNLESS OTHERWISE SPECIFIED IN WRITING. JEA MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF THIS SITE OR THE INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) OR SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THIS SITE, UNLESS OTHERWISE SPECIFIED IN WRITING. YOU EXPRESSLY AGREE THAT YOUR USE OF THIS SITE IS AT YOUR SOLE RISK.

TO THE FULL EXTENT PERMISSIBLE BY APPLICABLE LAW, JEA DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. JEA DOES NOT WARRANT THAT THIS SITE; INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) OR SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THIS SITE; THEIR SERVERS; OR EMAIL SENT FROM JEA ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. JEA WILL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND ARISING FROM THE USE OF THIS SITE OR FROM ANY INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) OR SERVICES INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THIS SITE, INCLUDING, BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, PUNITIVE AND CONSEQUENTIAL DAMAGES, UNLESS OTHERWISE SPECIFIED IN WRITING.