

## **BOOST INFINITE PRIVACY POLICY**

Before we get started, we'd like to point out that some terms in this Policy are defined in [The Deal at boostinfinite.com/terms/policy](https://boostinfinite.com/terms/policy). You need to review those to make sure we're on the same page.

The point of this policy is to be transparent about what we're doing with your data.

In general, this Privacy Policy ("Policy") describes how we will collect, access, use, or disclose your personal information when you use your Phone, or our Services, and websites. Keep in mind that some Products and Services may be covered by different privacy policies, so the product or service-specific policy will apply.

**California Notice at Collection of Personal Information.** We outline the personal information we collect under the "What Personal Information Do We Collect" for the purposes described under the "How Boost Infinite Uses Personal Information" section. You can learn more about your California privacy rights, including your right to opt out of the sale of personal information, in the "Your California Privacy Rights" section below.

- [What Personal Information Do We Collect?](#)
- [How Boost Uses Personal Information](#)
- [Personal Information We Share](#)
- [Network and Information Security](#)
- [Children's Policy](#)
- [Information Choices and Changes](#)
- [Sharing of Aggregated or De-Identified Information](#)
- [Your California Privacy Rights](#)
- [Your Nevada Privacy Rights](#)
- [Questions or Concerns](#)
- [Changes to this Policy](#)

## **What Personal Information Do We Collect?**

Ways you may give us information include when you sign up for, register, or use your Phone and Services, or communicate with Customer Care. For starters, we collect things like your:

- Name
- Postal address
- Telephone number

- Email
- Birthdate
- Social security number or other government identification number
- Demographic information
- Activities
- Location information
- Personal preferences

We use the contact information you provide to let you know if your order fails, to provide you with updates regarding your current Phone or Service, and to provide you with information about any promotion or special offers we've got going on. We also use it to notify you of certain things. Some of the reasons we might do this are described elsewhere in the Deal.

Also, this Policy will apply to any personal information you give us for entry into a contest, giveaway, or other promotions, unless the rules say otherwise.

If you use our Services or websites to access services provided by others (stuff like social media or other apps), then those providing the services might also collect information. If they do collect any personal information from you, their privacy policy will apply.

**Information We Automatically Collect.** We automatically collect certain types of information including:

- Phone Information such as device type, operating system version, signal strength, whether it's on, and how it's functioning.
- Data about how you use our Products and Services, like call and data usage and history, your location, websites you visit, app purchases and downloads, etc.

This stuff helps us hone our Services by taking a look at how people are actually using them.

We may use systems or tools to follow your use of our Products and Services and other applications. Some examples are cookies (small pieces of data stored within a web browser), web beacons (used to check if a user has accessed certain content), and other mechanisms. We may also analyze certain information about your use of our network and your Phone.

For example, we allow collection by analytic service provider(s) of site click-stream (where and what you click on while on our website) and cookie data to help track use

of our Products and Services. We also use cookies to enable features on our sites, like the ability to save your shopping cart or set preferences. Advertisers and ad networks that advertise on our sites may also use their own tools, including cookies, web beacons and other technologies. The privacy policies of the advertisers and not this Policy apply to those third party technologies.

We may link information we automatically collect with other personal information, such as information you give us at registration and check out. This helps us get a better picture of how you use our Services.

**Information From Other Sources.** We may get information about you from outside sources, including public sources, and combine it with your account information. For example, we often receive information from the retailer that you purchased your Phone from before you started your Service. We also may use demographic and marketing information we get from third parties to help us better serve you or tell you about products or services we think might interest you.

[-Back to the Top](#)

## **How Boost Infinite Uses Personal Information**

These are some of the ways we use, and sometimes disclose, your personal information:

- To provide you with the Products and Services you request, to customize or personalize the Products and Services, and to process your orders.
- Protecting our rights and property and those of our customers.
- Responding to legal process and emergencies.
- Developing or telling you about new products and services.
- Monitoring, evaluating, or improving our products and services, systems, or networks.
- Delivering advertising or communications about us or other products or services that are tailored to your interests. This can be by email, telemarketing, wireless messages, direct mail, or through other websites, apps, or other platforms.
- Preventing or detecting security incidents, fraud, and criminal activity.
- Reporting to consumer reporting agencies.
- Conducting internal business operations, including customer services and for our internal compliance.
- Responding to emergencies.

- If we decide we need to or should as we believe to be necessary or appropriate, (a) because of applicable law, including laws outside the country you live in; (b) to comply with legal process (for example, a subpoena from a court); (c) to respond to requests from public and government authorities, including public and government authorities outside the country you live in; (d) to enforce our terms and conditions, including The Deal; (e) to protect our or our affiliates' business; (f) to protect our rights, privacy, safety, or property, and/or those of our affiliates, you, or others; and (g) so we can pursue available remedies or limit our damages.

[-Back to the Top](#)

## Personal Information We Share

We may share your personal information as follows:

**Affiliates.** With Affiliates, to provide the Services and measure the performance of our network and your Phone.

**Payment History and Credit-Check.** We may share credit-related, payment history, and transactional information while checking eligibility for some of our Services.

**With Advertisers and Advertising Networks.** We may share personal information with advertisers and advertising networks that serve ads on our sites. They sometimes use cookies, web beacons, and other technologies to collect information about your use of our sites and other websites. The goal is to better understand your interests and to target advertising and content to those interests and improve your overall experience.

**Boost Infinite Service Providers.** We may share personal information with companies that perform services for us — including advertising on our websites and mobile apps. These companies **include billing processors, subcontractors, software providers, and marketing companies.**

**Third-Party Verification Services.** We may share personal information (e.g., address, phone number) with non-Boost Infinite entities to assist with identity verification. This helps us prevent fraud and identity theft.

**Group Account Holders.** For business and government customers, family customers, and other group account holders ("Group Accounts"), the account holder will have access to certain personal information of others using the account. The

account holder is the person that buys the service or product for its employees, family members, or other authorized users.

**Other Third Parties With Your Consent.** In addition to other ways we say we might disclose your personal information in this Policy, we may share information with others: for reasons we told you about when we collected your personal information; if you request that we do so; or if you give us permission. Use of the information you agree to share will be subject to the separate privacy policies of those we share the information with.

**Disclosures to Applications and Services of Others that You Choose to Use.** You may choose to use services and products offered by other providers through our Services or devices such as other software applications (like TikTok). When you leave our network, you may also use mobile roaming services not provided by us. If you use those services and applications, those providers may collect your personal information from you and from us, including location information. You may also choose to give personal information directly to others when using our Services. In each case, the terms, conditions, and policies of whoever offers the services or applications will apply, rather than ours.

**Business Transfers.** Personal information about you may be shared as part of any merger, acquisition, insolvency, bankruptcy, sale of company assets, or transition of service to another provider.

[-Back to the Top](#)

## **Network and Information Security**

We use safeguards to protect your personal information from loss, misuse and unauthorized access, disclosure, alteration, and destruction. Be sure to use a strong password (no, password123 *isn't* a strong password). To be more secure, it's best if you don't use the same password that you're using in other places.

[-Back to the Top](#)

## **Children's Privacy**

We don't knowingly collect personal information from children under the age of 13. If you let child under the age of 13 use your Phone and/or Services, any

information collected will appear to be your personal information and treated as such under this Policy.

[-Back to the Top](#)

## **Information Choices and Changes**

**Marketing Contacts.** You have choices about how we contact you for marketing-related communications.

- If you don't want us to contact you for marketing, call Boost Customer Care toll-free at 1-866-957-7772 or go to our website at <https://www.dish.com/donotcontact/wireless/>.
- If you ask us not to contact you about marketing, we still may contact you for non-promotional purposes, like using emails or wireless messages related to your account or our ongoing business relations.

**Advertising.** We work with advertisers and advertising networks that serve ads on our sites, use cookies, web beacons, and other technologies to collect information about your use of our sites and other websites.

You can learn more about interest-based advertising, and opt out of certain uses of personal information, by visiting the sites below:

- The Digital Advertising Alliance (DAA) lists participating companies and provides an opt-out at <http://www.aboutads.info/choices/>. To opt out of targeted advertising through mobile applications, please visit <https://youradchoices.com/appchoices>.
- The Network Advertising Alliance provides an interest-based advertising opt-out for its member companies at <http://www.networkadvertising.org/choices/>.

You also might continue to receive advertising from us and others we work with even if you use these opt-outs.

**Do Not Track.** Some web browsers allow you to send a “Do Not Track” request. We don't recognize such requests.

**Cookies.** You can disable cookies through your internet browser settings. However, some parts and features of our site require cookies, so if you turn them off, part of our site might not work right.

**Account Information.** If you'd like to change certain Boost Infinite account information, create an online account and manage your account online. For more information, visit our website at [www.boostinfinite.com](http://www.boostinfinite.com).

[-Back to the Top](#)

## Sharing of Aggregated or De-Identified Information

We may share information collected from or received from you in aggregated or de-identified form.

[-Back to the Top](#)

## Your California Privacy Rights

The California Consumer Privacy Act (CCPA) gives California consumers the right to know what personal information is collected about them, and how it'll be used, shared, and sold. The CCPA also gives California consumers rights to:

- (a) request access to and deletion of their personal information;
- (b) ask us not to sell their personal information; and
- (c) not to be discriminated against after exercising these privacy rights.

This section gives consumers a description of our practices regarding the collection, use, disclosure, and sale of personal information and instructions for submitting CCPA requests.

### **Categories of Personal Information Collected.**

We've collected the following categories of personal information about California consumers in the previous 12 months:

<b>Types of Personal Information We Collect</b>	<b>Examples</b>	<b>Primary Purpose for Collection</b>
---	-----------------	---------------------------------------

Identifiers	Identifiers such as name, postal address, device identifiers, internet protocol (IP) address, email address, account name, Social Security number, driver's license number, or other similar identifiers. Other identifiers, including signature, physical characteristics or description, telephone number, bank account number, credit card number, debit card number, or any other financial information	Account creation, personalization of and helping you use the Service, internal marketing, prevent fraud, and detect security incidents, communicate important information, internal operations and compliance
Details about protected classifications under California or federal law	Gender, marital status, age	Account creation, personalization, and internal marketing
Commercial information	Credit Score, demographic information, and information about products or services purchased, obtained, or considered	Account creation, personalization, internal marketing, internal operations and compliance
Audio, electronic, visual, thermal, olfactory, or similar information	Customer service call recordings or other communications with us	Training, prevent fraud and criminal activity, operational analytics, and comply with applicable laws
Internet or other electronic network activity information	Information regarding a consumer's interaction with an internet website, application, or advertisement. Browser information, web analytics, (such as IP address, time of visit, page(s) visited, etc.), cookies, pixel tags, and other similar technologies, Information about your use of our network	Helping you use our products and Services, personalization, internal marketing and operations, prevent fraud and detect security incidents
Geolocation data	Location of customer's Phones	Provision, development, and optimization of our Products and Services.  Marketing and interest-based advertising

		Compliance with applicable laws
Education information	Education history	Account creation and helping you use the Service
Professional or employment-related information	Employment status and history	Account creation and helping you use the Service
Inferences drawn from any of the above information to create a profile about a consumer	Consumer preferences, characteristics, trends, and behavior	Develop and optimize Products and Services, personalization, and internal marketing

**Categories of Personal Information We Sell.** We sell different categories of personal information such as identifiers, commercial information, and internet or other electronic network activity information to data analytics providers, advertising partners, and/or networks, social networks, and data brokers. We don't knowingly sell personal information about persons under the age of 16.

**Where We Get Personal Information.**

We collect the personal information identified in the chart above from the following types of sources:

- From you and your transactions with us, like when you request a product or service, or give us your contact information.
- From our corporate affiliates.
- From others, including consumer reporting agencies, and others who provide us with demographic and other information.
- From publicly available sources.

**Personal Information We Disclose for a Business Purpose.** We sometimes disclose personal information to companies who work with us to provide the products and Services; measure the performance of our network and your Phones, verify eligibility for our Services, fulfill orders, and help us with administration of our business.

**Your Rights Under the CCPA.**

California residents have the following rights:

- Up to two times each year, you can ask us to disclose what categories and specific pieces of personal information we collected about you in the previous 12 months, the business purposes for collecting the information, the categories of sources from which we collected the information, the categories of personal information we sold or shared for a business purpose, and the categories of who received the information.
- You can ask us to delete any personal information about you that we have collected.
- You can ask us not to sell your personal information.
- Not to receive discriminatory treatment by us for your exercise of your CCPA rights.

**How to Submit an Access or Deletion Request.** Please complete the online request form at <https://privacy.dish.com/> or call 866-957-7772.

**How to Opt-Out of the Sale of Personal Information.** To opt-out of the sale of your personal information, please click the Do Not Sell My Personal Information link on our website or click [here](#).

**Verification of Your Identity.** To process your request for access or deletion, we have to be able to verify it's you that asked us. You must provide your contact information and another piece of information that you have given us. Before we process your request, we will check the information you provide against the information you gave us before so we can be reasonably sure you are the one asking.

**Responding to Your Requests.** We may not be required to delete information under certain circumstances. For example, the CCPA includes exemptions that say we don't have to delete data that is necessary to complete a transaction, detect security incidents, or other internal purposes.

**Authorized Agent Requests.** You can designate another person to make a request to know, delete, or opt-out on your behalf. To do so, you will need to give that other person written permission. In some cases, we may also ask you to verify your own identity directly with us. We may deny a request from someone you designate if that person doesn't give us proof that you authorized them to act for you.

## **Your Nevada Privacy Rights**

Nevada law permits Nevada residents to make certain requests about how their personal information is shared with third parties or affiliated companies. To make such a request, please visit [here](#).

[-Back to the Top](#)

## Questions or Concerns

If you have any questions or complaints about this Policy please click on the Customer Support tab or call Customer Care toll-free at 866-957-7772. If you prefer, you also may write us at **DISH Legal Department, Attn: Privacy, P.O. Box 6655, Englewood, CO 80155-6655.**

[-Back to the Top](#)

## Changes to this Policy

We may change this Policy at any time. We'll post notice of changes that we determine to be material through written, electronic, or other means permitted by law.

### PRIVACY NOTICE

<b>FACTS</b>	<b>What does Boost Infinite do with your personal information?</b>
--------------	--

<b>WHY?</b>	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some, but not all, sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
-------------	--

<b>WHAT?</b>	<p>The types of personal information we collect and share depend on the product or service you have with us. They include information you give us and information we collect automatically whenever you use our Services. This information can include:</p> <ul style="list-style-type: none"> <li>• Social Security number and account balances</li> <li>• Payment history and transaction history</li> </ul>
<b>HOW?</b>	<p>All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Boost Infinite chooses to share; and whether you can limit this sharing.</p>

Reasons we can share your personal information	Does Boost Infinite share?	Can you limit this sharing?
For our everyday business purposes — such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	YES	NO
For our marketing purposes — to offer our products and services to you	YES	NO
For joint marketing with other financial companies	YES	NO
For our affiliates' everyday business purposes — information about your transactions and experiences	YES	NO
For our affiliates' everyday business purposes — information about your creditworthiness	YES	YES

For our affiliates to market to you	YES	YES
For non-affiliates to market to you	YES	YES

<b>TO LIMIT OUR SHARING</b>	<ul style="list-style-type: none"> <li>• Call toll-free 1-866-957-7772 to opt out</li> </ul> <p>Please note:</p> <p>We can begin sharing your information 30 days from the date we sent you this notice. When you're no longer our customer, we continue to share your information as described in this notice.</p> <p>However, you can contact us at any time to limit our sharing.</p>
-----------------------------	--

<b>QUESTIONS?</b>	Call 844-575-7519
-------------------	-------------------

<b>WHO WE ARE</b>	
Who is providing this notice?	Boost Infinite

<b>WHAT WE DO</b>	
How does Boost Infinite protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

<p>How does Boost Infinite collect my personal information?</p>	<p>We collect your personal information, for example, when you:</p> <ul style="list-style-type: none"> <li>• Use your credit or debit card or pay us by check</li> <li>• Apply for financing</li> <li>• Give us your contact information or provide account information</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
<p>Why can't I limit all sharing?</p>	<p>Federal law gives you the right to limit only:</p> <ul style="list-style-type: none"> <li>• Sharing for affiliates' everyday business purposes — information about your creditworthiness</li> <li>• Affiliates from using your information to market to you</li> <li>• Sharing for non-affiliates to market to you</li> </ul> <p>State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.</p>
<p>What happens when I limit sharing for an account I hold jointly with someone else?</p>	<p>Your choices will apply to everyone on your account.</p>

<p><b>DEFINITIONS</b></p>	
<p>Affiliates</p>	<p>Companies related by common ownership or control.</p> <p>They can be financial and nonfinancial companies.</p>

<p>Non-affiliates</p>	<p>Companies not related by common ownership or control.</p> <p>They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>• Non-affiliates we share with can include insurance companies, service providers, co-branded partners, retailers, data processors, advertisers and financial institutions.</li> </ul>
<p>Joint Marketing</p>	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> <li>• Our joint marketing partners include companies such as banks, lenders and insurance companies.</li> </ul>

**OTHER IMPORTANT INFORMATION**

**California Residents Only.** Other than for our everyday business purposes, we won't share your personal information with non-affiliates or affiliates without first giving you additional privacy choices.

**Vermont Residents Only.** We won't disclose information about your creditworthiness to our affiliates and won't disclose your personal information, financial information, credit report or health information to nonaffiliated third parties to market to you, unless Vermont law allows us to or you give us permission to do so.

**THIS NOTICE APPLIES TO BOOST INFINITE'S PRACTICES REGARDING FINANCIAL PRODUCTS AND SERVICES, SUCH AS BOOST INFINITE INSTALLMENT BILLING. IT DOES NOT MODIFY OR ALTER THE PRIVACY POLICY POSTED ON BOOST INFINITE'S WEBSITE OR ANY AGREEMENT YOU HAVE WITH BOOST INFINITE, INCLUDING YOUR SERVICE AGREEMENTS OR BOOST INFINITE'S TERMS AND CONDITIONS. IF THIS PRIVACY NOTICE IS INCONSISTENT WITH ANY OTHER AGREEMENT YOU HAVE WITH BOOST INFINITE, THE OTHER AGREEMENT SHALL GOVERN TO THE EXTENT OF THE INCONSISTENCY. BOOST INFINITE MAY CHANGE ITS PRIVACY AND SHARING PRACTICE AT ANY TIME, AND WILL NOTIFY YOU OF SUCH CHANGES AS REQUIRED BY LAW.**