

ViaSat Partner Community Portal Privacy Policy

ViaSat, Inc. and its subsidiaries and affiliates (collectively, “ViaSat,” “we,” “us,” or “our”) respect and value your privacy. In this Privacy Policy (“Policy”), we describe the information that we obtain about users of ViaSat’s Partner Community Portal, including information you may provide to access our Partner Community Portal at <https://partnercommunity.viasat.com> (“Site”). This Policy does not apply to users of our other websites such as www.viasat.com, www.exede.com and www.wildblue.com, which are governed by the privacy policy posted at www.viasat.com/legal, or any third party websites that you access through the use of our Service. By visiting our Site or using our Service, you agree that any information you provide to ViaSat will be handled as described in this Policy, which is incorporated by reference into the applicable customer agreement, terms of use, or terms of service. If you do not agree to the terms of this Policy, please do not use the Site.

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INFORMATION COLLECTION

Information You Provide to Us

ViaSat collects personal information from you when you use our Site, create an account with us, request information from us, or otherwise contact us. The personal information we collect may include your name, address, email address, phone number, account login credentials (such as a username and password), and a credit or debit card number or other financial information (“Information”). We may combine the Information you provide to us with information from and about you that we receive from third parties, including business partners and vendors, or information that we automatically collect when you visit the Site, as described below.

You may update or change your contact and billing information by calling, emailing salesforce.support@viasat.com, or accessing your account, if any, on our Partner Community Portal at <https://partnercommunity.viasat.com>.

Information Automatically Collected

When you use our Site, we may use cookies, log files, or other similar technologies to conduct analytics of our Site. For example, we may automatically collect certain non-personal information from you such as your browser type, operating system, software version, Internet Protocol (IP) address, Internet service provider and platform types. We may also collect non-personal information about your use of the Site, including the areas or pages of the Site that you visit, the amount of time you spend using the Site, the number of times you return to the Site, the amount of time it takes to load a page, the order in which the content on a page loads, the order in which the content on a page loads, your browser type, IP address or MAC address, cookies, and other Site usage data. This information helps us to track and understand how visitors use our Site, and improve the performance and user experience of our Site. For example, we may use this information to optimize, troubleshoot, measure, and monitor the performance of our network and Service, including performing de-bugging, measuring service levels and identifying loading trends and websites that are statistically significant to our user population in order to deliver internet traffic more efficiently.

Cookies and Other Tracking

We and our service providers may use cookies and other tracking mechanisms to track information about your use of our Site and may combine this information with other Information we or our service providers collect from you.

Cookies. Cookies are alphanumeric identifiers that we transfer to your computer, terminal, tablet, mobile phone or other programmable, electronic device on which you store, retrieve, or process data (“devices”) through your browser to enable our systems to recognize your browser. Cookies allow a web server to transfer data to a device for recordkeeping and other purposes. We and our third party service providers may use “cookies” on our Site to facilitate your ongoing access to and use of the Site, as well as to conduct analytics on and collect usage data related to our Site.

For example, we may use cookies to remember your username and password, if you choose to store them. We may also use cookies to determine when your current session on the Site should be logged out after a period of no activity, as well as for efficient management of the servers providing our Site.

There are two types of cookies we use on the Site: session-based cookies and persistent cookies. In addition, we may also allow vendors to use “third party” cookies for specific purposes on our Site. A description of each of these cookies is provided below.

Session Cookies. Session cookies exist only during an online session. They disappear from your device when you close your browser or turn off your device. When you authorize us to do so, we may use session cookies to allow our systems to uniquely identify you during a session or while you are logged in to the Site. This allows us to process your online transactions and requests and verify your identity, after you have logged in, as you move through our Site.

Persistent Cookies. Persistent cookies remain on your device after you have closed your browser or turned off your device. When you authorize us to do so, we may use persistent cookies to allow our systems to remember you and automatically log you in to our Site.

Third Party Cookies/Applications. We may also engage third party services to provide us with information that helps us improve our Site and the experiences of our customers. These third party services may use session or persistent cookies or other applications to uniquely identify you via your user credentials while you are logged in to our Site. These third party cookies and other applications do not collect any personally identifiable information other than the user credentials you provide.

Tracking Pixels and Other Technologies. We use tracking pixels, which are tiny graphics with a unique identifier, similar in function to cookies. Like many websites, the Site’s servers generate log files. These logs record aggregate information about site usage such as Internet protocol (IP) addresses, browser types, Internet service providers, referring/exit pages, pages accessed, platform types, date/time stamps, times of use, and page views, for example. This information is necessary to analyze trends, administer the Site, and balance web traffic.

Disabling Cookies. Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them in the future. The “Help” portion of the toolbar on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Visitors to our Sites who disable their web browsers’ ability to accept cookies will be able to browse the Sites; however, some site features may not function if you disable cookies.

How We Respond to Do Not Track Signals

While most browsers will allow you to block cookies by enabling a Do Not Track header within the browser, our system does not recognize Do Not Track headers. However, we only use cookies as described in this Policy.

HOW WE USE INFORMATION COLLECTED

ViaSat may use the Information we collect from and about you for any of the following purposes:

- To fulfill orders, provide service and communicate with customers;
- To develop new products or services;
- To respond to your inquiries;
- To market our service to you and engage third parties to help us market our service;
- To contact you with information, newsletters and promotional materials from ViaSat or on behalf of our partners and affiliates;

- To use IP addresses and device identifiers to identify the location of users, to block disruptive use, to establish the number of visits from different countries and to determine whether you are accessing the Site or not.
- To contact you when necessary;
- To optimize, troubleshoot, measure and monitor the performance of our network, including performing de-bugging, measuring service levels and identifying loading trends and websites that are statistically significant to our user population in order to deliver internet traffic more efficiently;
- To address problems with the Site or our business;
- To protect the security or integrity of the Site and our business;
- As described to you at the point of data collection; and/or
- To use and disclose your information only to process payments and prevent fraud.

Please also note that in accordance with applicable laws, your Information may be stored and used for the purposes described in this Policy in the United States or in any other country in which ViaSat or its subsidiaries, affiliates or service providers conduct operations. All personal information submitted by users outside the United States will be processed in accordance with this Policy.

INFORMATION SHARING AND DISCLOSURE

ViaSat may send your Information to third parties, including under any of the following circumstances:

- We may disclose your Information to third party vendors, service providers, contractors or agents who perform functions on our behalf related to the Site.
- We may disclose your Information to outside auditors, professional advisors, potential business transition partners, and regulators.
- If we are acquired by or merged with another company, or in the event of a consolidation or reorganization involving ViaSat, or if all or a portion of our assets are transferred to another company, or as part of a bankruptcy proceeding or as part of a similar transaction, we may transfer the Information to the acquiring company or other involved third party.
- We may disclose your Information to respond to legal process, such as a subpoena or court order, to comply with the law or to protect our rights in litigation or arbitration.
- We may disclose your Information where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety or property of any person or entity (including ViaSat), or violations of our service or customer agreements or policies.

CONSENT TO TRANSFER INFORMATION TO THE UNITED STATES

Your information is stored on servers in the United States. If you are located outside of the United States, please note that information we collect will be transferred to and processed in the United States. By using our Site, you consent to the transfer to and processing of your information in the United States, which may not have data protection laws that provide the same level of protection that exists in countries in the European Economic Area.

DATA SECURITY

ViaSat has taken certain physical, administrative, and technical steps to safeguard the Information we collect from and about our customers and visitors to our Site. While we seek to ensure the integrity and security of our network and systems, we cannot guarantee the security of the Information, and we encourage you to take precautions to protect your personal data when you are on the Internet.

You are responsible for maintaining the strict confidentiality of your account password and any Site login or user ID information, and you shall be responsible for any access to or use of the Site by you or any person or entity using your password, login or user ID, whether or not such access or use has been authorized by or on behalf of you.

Our Site and online applications are for the sole use of ViaSat customers in managing their accounts and the products and services they receive. If you choose to provide access to certain of your account data to

third parties, ViaSat cannot be held responsible for any release of account or personal data that occurs as a result of the access that you provide to others.

LINKS TO OTHER WEBSITES

At times, our Site may contain links to third party websites or applications, including third party products or services. Any access to and use of such linked products or services is not governed by this Policy, but, instead, is governed by the privacy policies or terms of use of those third parties, even though some of these other products or services may be co-branded with us and may look like Site features. We are not responsible for the information practices of such third parties.

SPECIAL INFORMATION FOR CALIFORNIA RESIDENTS

California residents may request a list of all third parties to which we have disclosed certain Information about you for the third party's direct marketing purposes. ViaSat does not currently disclose any Information to third parties for their direct marketing purposes.

OUR COMMITMENT TO CHILDREN'S PRIVACY

Protecting children's privacy is important to us. We do not direct the Sites to, nor do we knowingly collect any personal information from, children under the age of thirteen.

ACCESS TO YOUR PERSONAL INFORMATION

If you have an account for our Site, you may sign in to your account through the Site and update your personal information contained in the account.

CHANGES TO THIS PRIVACY POLICY

ViaSat may amend this Policy from time to time. When we do, we will post the change(s) on the Site. If we make any material changes in the way we use or disclose the Information you provide to us, we will provide appropriate notice to you. If you do not agree to these changes, please do not continue to use the Site or submit personal information to us.

HOW TO CONTACT US

If you have any questions that you would like to ask about this Policy or about our handling of your Information, please contact your Channel Partner Manager or emailing salesforce.support@viasat.com.

Effective Date: May 26, 2016