



The Facts about Privacy with Comcast's Xfinity Internet Service

By **Christin McMeley**, Chief Privacy Officer, Comcast Corporation

We play an important role as an Internet Service Provider in connecting you to whatever you want to do online. Whether you're browsing the Internet or managing your connected home, we're always working to protect your privacy and keep your information secure. We're in the business of giving you a great Internet experience with products and services like xFi's parental and WiFi control features; we are not in the business of selling your information.

Here are some of our bedrock commitments to ensure that we give you a safe and secure experience when you use our Internet service:

- **Where you go on the Internet is your business, not ours.**

As your Internet Service Provider, we do not track the websites you visit or apps you use through your broadband connection. Because we don't track that information, we don't use it to build a profile about you and we have never sold that information to anyone.

- **We don't sell information that identifies who you are to anyone.**

We do not sell, and have never sold, information that identifies who you are to anyone. We also don't sell, and have never sold, your location data when you use our Xfinity Mobile service.

- **We delete the DNS queries we have as an Internet Service Provider every 24 hours.**

The address book of the Internet is known as DNS, or Domain Name System. It's how people navigate the Internet. Millions of Comcast customers look up billions of addresses online every day. We delete the DNS queries generated by our Internet customers every 24 hours except in very specific cases where we need to research a security or network performance issue, protect against security threats, or comply with a valid legal request. We've never used that data for any sort of marketing or advertising – and we have never sold it to anyone.

- **We work hard to make sure our network stays ahead of the growth of the Internet and provide the best products to you.**

We study our network data to assess how the network is performing, understand trends, stay ahead of capacity demands, and build, test, and improve our products and services. We do that with only a small sample of network data that is aggregated and never identifiable to any customer.

- **We believe strong cybersecurity is essential to privacy.**

We help to protect you with multiple layers of security that automatically detect and block hundreds of thousands of cyber events every second, and a team of security experts who work to protect you 24 hours a day, 365 days a year.

- **We give you tools and support to help you stay safe online.**

We provide Internet customers with free security software and tools, like multifactor authentication, and give you access to free online tips and advice and an Xfinity security and privacy team to help protect you and your family from cyber threats.

- **We are proud of our track record in complying with the laws that protect consumer privacy.**

We are subject to numerous laws at the federal and state levels that govern our collection, use, and disclosure of your personal information, including what we disclose to law enforcement and government. While Comcast is legally obligated to respond to lawful requests for customer information, we are also committed to protecting our customers' privacy and carefully scrutinize all those requests with our customers' privacy as our priority.

We know you rely on our products to keep you connected to the people, entertainment, and information you care about most. It's an important responsibility and one we don't take lightly. Working to keep your connection safe, secure, and private is one of the most important things we do, and we hope it will be a reason for you to continue to choose Xfinity.