



Privacy Policy for Jemez Mountains Electric Cooperative

Effective Date: [09-17-2025]

1. Introduction

At Jemez Mountains Electric Cooperative (JMEC), we value your privacy and respect your right to protect your personal information. In alignment with this value, JMEC is committed to protecting your privacy and ensuring that your information is securely managed. This Privacy Policy outlines how we collect, use, and safeguard data related to our messaging services. By using our messaging services, you agree to the practices described in this policy.

2. Information We Collect

We collect your phone number or email only when you voluntarily provide them to us, during transactions, inquiries or when you sign up for messaging services or opt-in. When you “opt-in” to receive SMS messages or email from JMEC, we may collect the following information:

- **Phone Number:** Your SMS enabled phone number is collected to send you messages.
- **Email:** Your email can be used to enable bill pay and receive alerts.
- **Opt-In Information:** Other requested consent Information is stored.

3. How We Use Your Information

The information collected is used solely for the purpose of delivering messages to you via SMS/text or email. Specifically, JMEC will use your SMS enabled phone number or email to send you messages that you have opted to receive: ***This includes*** Press releases, updates, notifications, alerts and outage information.

4. No Data Sharing with Third Parties

JMEC does not sell, trade, or otherwise transfer your information to third-party vendors. The data collected through our SMS and email messaging service is used exclusively by JMEC, and our SMS provider, to facilitate message delivery.

5. Opting Out

You can opt out of receiving messages at any time by replying "STOP" to any message you receive or sending an email to the address below. Upon opting out, we will cease sending you messages, and your information will be removed from our messaging list. Please note, it may take up to 10 business days for the opt-out to become effective. During this time, you may still receive messages. Opting out may also impact your ability to use JMEC Web Portal and Mobile applications.

6. Changes to This Privacy Policy

JMEC may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

7. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at billing@jemezcoop.org