

TCR Privacy Policy

Effective Date: 5/1/2026

Introduction

Jackson County REMC ("Company," "we," "our," or "us") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with our website, services, and SMS/text messaging programs.

This policy is intended to support compliance with applicable laws, regulations, and messaging standards, including requirements related to The Campaign Registry (TCR), mobile carriers, and SMS marketing compliance.

Information We Collect

We may collect the following categories of personal information:

- Name
- Email address
- Phone number
- Mailing address
- IP address and device information
- Transaction or service-related information
- Communication preferences
- Any information you voluntarily provide to us

How We Collect Information

We collect information when you:

- Visit our website
- Fill out forms
- Subscribe to marketing communications
- Request customer support
- Sign up for SMS/text messaging services
- Interact with our advertisements or promotions
- Use our products or services

SMS/Text Messaging Privacy

By providing your mobile phone number and opting into our SMS program, you consent to receive recurring text messages from Jackson County REMC, including informational, transactional, promotional, and marketing messages where permitted by law.

SMS Consent

SMS consent is not shared with third parties or affiliates for marketing or promotional purposes.

Types of Messages

Messages may include:

- Appointment reminders
- Account notifications
- Customer support updates
- Email Notifications
- Internal Messaging

Message Frequency

Message frequency may vary.

Message and Data Rates

Message and data rates may apply depending on your mobile carrier and plan.

Opt-Out Instructions

You may opt out of receiving SMS messages at any time by replying:

- STOP to unsubscribe
- HELP for assistance

After opting out, you may receive a final confirmation message.

How We Use Your Information

We may use your information to:

- Provide and improve our services
- Process transactions
- Respond to customer inquiries
- Send service updates and notifications
- Deliver SMS communications

- Personalize user experiences
- Conduct analytics and marketing
- Maintain security and prevent fraud
- Comply with legal obligations

Sharing of Information

We do not sell your personal information.

We may share your information with:

- Service providers who assist in operating our business
- SMS platform providers and communication vendors
- Legal or regulatory authorities when required by law
- Successors in the event of a merger, acquisition, or business transfer

All third parties are required to maintain the confidentiality and security of your information.

Data Retention

We retain personal information only as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law.

Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your personal information from unauthorized access, disclosure, alteration, or destruction.

Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your information
- Withdraw consent for communications
- Opt out of marketing communications

To exercise your rights, contact us using the information below.

Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to improve functionality, analyze traffic, and personalize content.

You may adjust your browser settings to refuse cookies; however, some website features may not function properly.

Third-Party Services

Our website or services may contain links to third-party websites or services. We are not responsible for the privacy practices of third parties.

Children's Privacy

Our services are not directed to children under 13 years of age, and we do not knowingly collect personal information from children.

Changes to This Privacy Policy

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

Contact Information

If you have questions about this Privacy Policy or our privacy practices, please contact us:

Jackson County REMC

274 E Base Rd

Brownstown, IN 47220

Email: IT_Group@jacksonremc.com

Phone: 812-358-4458

Website: jacksonremc.com
