



Privacy Policy

Purpose:

Forked Deer Electric Cooperative, Inc. (FDEC) values the trust its members place in our organization. This Privacy Policy is intended to explain what the company does with customer information.

Policy:

Forked Deer Electric Cooperative, Inc. collects and maintains appropriate information about its present and former members as a routine part of its operation.

The company will maintain member information with technical, administrative and physical safeguards to protect against loss, unauthorized access, destruction, misuse, modification and improper disclosure. The company shall provide reasonable and appropriate security to protect against foreseeable hazards.

In certain circumstances, it may be necessary for FDEC's member information to be accessed by third-party partners to provide operational or other support services for our website or service offerings. To ensure the confidentiality and security of information, we must agree to safeguard customer information in compliance with our policy. In cases of fraud or other types of abuse, FDEC may provide information to regulatory authorities and law enforcement officials in accordance with applicable law or when we otherwise believe in good faith that the law requires it.

Information Collection and Use:

Members may be asked to provide certain personally identifiable information that can be used to contact or identify them. Personally identifiable information may include, but is not limited

to, name, account number, mailing address, birth date, phone number, email address, financial information, etc. ("Personal Information").

If you choose to use online member services, including online payment services and product or service enrollment, you will be asked to provide Personal Information as appropriate and necessary for the online services you have selected. Failure to provide the requested information may preclude the delivery of the service or information requested. This information is voluntary, and the member can opt-out of providing this information by simply not providing it as requested. This is a standard business precaution to ensure your privacy and security. Using positive identification helps protect you from fraudulent service requests and slamming.

Any such information will be used exclusively by us, our employees, suppliers, agents and any applicable third-party service providers required to set up your service or needed to respond to your requests.

- To communicate with the customer and handle requests made by the member.
- To compile research or statistical information that does not identify any member as an individual.
- To contact members about our products or services.
- To fulfill request by our members for information on other services.

Your personal information will not knowingly be shared with any other organization for commercial purposes.

How We Keep Information Secure:

Forked Deer Electric Cooperative, Inc. (FDEC) takes reasonable security measures to protect your personally identifiable information that we collect when you use the Services from unauthorized access, use, and disclosure. For example, we store billing records on computers in a controlled and secure environment. However, we cannot guarantee that our security precautions will prevent every unauthorized attempt to access, use, or disclose your personally identifiable information.

SMS Communications

By providing your mobile phone number and opting in, you consent to receive SMS (text) messages from Forked Deer Electric, Inc. related to your account, appointments, service updates, support, marketing promotions, or other information you have requested.

Message frequency may vary depending on your interactions with us.

Message and data rates may apply according to your wireless carrier's plan.

You may opt out of receiving SMS messages at any time by replying STOP to any message. For assistance, reply HELP or contact us at prepay@forkeddeer.com or 731-836-7508.

Your consent to receive SMS messages is not a condition of purchasing any goods or services.

SMS Privacy

We respect your privacy. Your mobile phone number and SMS consent information will be used solely to communicate with you as described above.

We do not sell, rent, or share your mobile phone number or SMS opt-in information with third parties or affiliates for their own marketing or promotional purposes. We may share your information only with service providers that help us deliver SMS messages (such as messaging platforms or telecommunications providers) or as required by law.

Changes to the Policy:

This Privacy Policy may be changed from time-to-time without notice. Any such changes will be posted to this website and will be available for your review. Any continued use of this website after a change has occurred will constitute your acceptance of such change.