

Privacy Policy for Mobile App

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Introduction

North West Rural Electric Cooperative ("NWREC", "we", "us", or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application ("App"). Please read this policy carefully. By using the App, you agree to the terms of this Privacy Policy.

1. Information We Collect

When you use our App, we may collect the following types of information:

- Device Information: Including IP address, device type, operating system, and browser type.
- Usage Data: Such as pages visited, interactions with content, and length of visits.
- Log Data: Including access times, error logs, and diagnostic data.
- Location Data: If enabled, we may collect approximate location data to improve service delivery.
- Personal Information: If you voluntarily provide it (e.g., through contact forms or account setup), such as name, email address, and account number.

2. How We Use Your Information

We use the collected data to:

- Provide and maintain the App's functionality.
- Improve user experience and app performance.
- Monitor and analyze usage patterns.
- Respond to user inquiries and support requests.
- Ensure compliance with legal obligations.

3. Sharing of Information

We do not sell your personal information. We may share your data with:

- Service Providers: Who assist in operating the App (e.g., analytics, hosting).
- Legal Authorities: If required by law or to protect our rights.

- Affiliated Entities: Within NWREC for operational purposes.

4. Data Retention

We retain your data only as long as necessary to fulfill the purposes outlined in this policy or as required by law.

5. User Rights

Depending on your location, you may have rights under applicable laws (e.g., CCPA, GDPR), including:

- Access to your personal data.
- Request correction or deletion.
- Opt-out of certain data uses.

To exercise these rights, contact us at: nwrec@nwrec.coop

6. Security

We implement reasonable safeguards to protect your data. However, no method of transmission over the internet or electronic storage is 100% secure.

7. Third-Party Services

Our App may link to third-party services. We are not responsible for their privacy practices. Please review their policies separately.

8. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted within the App and on our website. Continued use of the App after changes indicates acceptance.

9. Contact Us

If you have questions or concerns about this Privacy Policy, please contact:

North West Rural Electric Cooperative

P.O. Box 435

1505 Albany Pl SE

Orange City, IA 51041

nwrec@nwrec.coop

1-800-766-2099