

Springer Electric Cooperative Inc

Privacy Policy

(Effective 04/01/2026)

Springer Electric Cooperative Inc, (collectively, “Cooperative,” “we”, “us,” or “our”) is a member-owned, not-for-profit electric cooperative serving our members in New Mexico. We respect the privacy of our members and other users and are committed to protecting personal information collected through our websites, mobile applications, and other online services (collectively, the “**Services**”).

SCOPE OF THIS PRIVACY POLICY

This Privacy Policy applies to personal information collected through:

- The Cooperative's websites
- Mobile applications operated by or on behalf of the Cooperative
- Online account management and member self-service portals

INFORMATION WE COLLECT

Information You Provide to Us

We may collect information about you voluntarily, including:

- Member or customer name
- Service address and mailing address
- Email address and phone number
- Cooperative account number or member identification
- Username and password for online access
- Payment information (processed through secure third-party vendors)
- Communications submitted through online forms, email, chat or service requests
- Other information that may be needed from time to time

Information Collected Automatically

When you access or use our Services, we may automatically collect:

- Internet Protocol (IP) address
- Device type, operating system, and browser
- Date, time, and duration of visits
- Pages viewed, links clicked, and app interactions
- Error logs and diagnostic information

Mobile Application Information

If you use the Cooperatives mobile application, we may collect:

- Device identifiers
- App version and usage analytics
- Notification preferences

HOW WE USE YOUR INFORMATION

In addition to the purposes and uses described above, we use collected information to:

- Provide electric service and administer member accounts
- Process billing, payments and member transactions
- Communicate regarding outages, maintenance, safety issues and emergencies
- Respond to inquiries, service requests and member feedback
- Improve and maintain our websites and mobile applications
- Protect the Cooperative and its members from fraud or unauthorized activity
- To debug, identify and repair errors that impair existing intended functionality of our website and services
- Comply with legal, regulatory and cooperative governance requirements
- For internal administrative purposes
- For other purposes as you may consent (from time to time)

INFORMATION SHARING AND DISCLOSURE

As a member-owned cooperative, **we do not sell, rent, or trade personal information.**

We may share information:

- With service providers and vendors who assist in operations (such as payment processing, IT support, website hosting, customer communications)
- With regulators, governmental authorities, or law enforcement when required by law
- As necessary to comply with court orders, subpoenas, or legal obligations
- To protect the rights, safety, or property of the Cooperative, our members, employees, or the public

Service providers are contractually required to safeguard information and use it only for authorized purposes.

CHILDREN'S PRIVACY

The Cooperative's services are not intended for children under the age of 18. We do not knowingly collect personal information from children. If such information is identified, it will be deleted in accordance with applicable law. If you are a parent or legal guardian and think your child has provided us with information, please contact us using the contact information below.

SECURITY AND DATA RETENTION

The Cooperative uses reasonable administrative, technical, and physical safeguards to protect personal information, including:

- Secure access controls
- Encryption where appropriate
- Monitoring and risk-management practices

While no system can guarantee absolute security, we take appropriate steps to reduce the risk of unauthorized access, disclosure, or misuse. We encourage you to use caution when using the Internet.

We retain personal information only for as long as necessary to:

- Provide electricity and related services
- Fulfill operational and member service needs
- Comply with legal, regulatory, accounting, and cooperative record-retention requirements

MEMBER PRIVACY RIGHTS (New Mexico)

In accordance with New Mexico law, members and users have the right to:

- Be notified in the event of a data breach involving personal information
- Request correction of inaccurate personal or account information

Requests regarding personal information may be submitted using the contact information below.

THIRD PARTY LINKS

Our services may include links to third-party websites or applications. The Cooperative is not responsible for the privacy practices or content of third parties. Users should review the privacy policies applicable to those external services.

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in law, technology, or Cooperative practices. Updates will be posted on our website and, where applicable, within our mobile applications. The effective date will reflect the most recent revision.

CONTACT INFORMATION

If you have any questions, comments or concerns with regarding this Privacy Policy or the Cooperative's privacy practices or need to access this Privacy Policy in an alternative format, please feel free to contact us at christy@springercoop.com or call us at 575-483-2421. You may also write to us at the following address:

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