

SMS (Text) Messaging Alert Program Privacy Policy

Privacy and data security are important issues to Jackson Energy Authority as well as our program users. We understand our obligation to keep your information secure and confidential. This privacy policy applies to the JEA Text Alerts SMS (Text) Messaging Alert Program (“JEA Text Alerts”). It is separate from and in addition to the Jackson Energy Authority (JEA), EPlus Broadband (EPBB) and EPlusTV 6 (TV6) Websites and Mobile App Privacy Policy.

We encourage you to check this site periodically for updates. By opting in to JEA Text Alerts, you indicate your acceptance of this Privacy Policy. If you do not agree or are not comfortable with any of the terms described in this Privacy Policy, you may revoke your consent at any time by contacting Jackson Energy Authority or texting STOP, as described in our SMS (Text) Messaging Alert Program Terms of Service.

Information Collected

When you opt in to JEA Text Alerts, you voluntarily provide your mobile phone number and other personally identifiable information to us. “Personally Identifiable Information” is information that individually identifies you such as your mobile phone number, user name, address, JEA account number, as well as any personal information that you choose to include in messages you send through JEA Text Alerts.

Personal Information Use and Sharing

Jackson Energy Authority may use your Personal Information to operate, maintain, enhance, and provide you with JEA Text Alerts. The primary uses of the data you voluntarily submit is to provide you with the following: your JEA account bill balance and due date; electric outage information; a means for you to report an outage; a means to allow you to set a payment extension and important safety or emergency notifications.

JEA does not sell or provide personally identifiable information, including your name, address, phone number, account number, or email address, to unaffiliated companies for commercial purposes. JEA may share personally identifiable information for legitimate business purposes, including without limitation, the following:

- Making information available to third parties and/or service providers who are providing the products, services, or information you requested. These third parties are not allowed to use the personally identifiable information except for the purpose of providing the products and/or services.
- Making information available to third parties who are providing services to JEA or its affiliates.
- Disclosing information when required by law.

Personal Information of Minors

We do not knowingly collect personally identifiable information from anyone who is a minor. Authorized users must be 18 years or older to participate in JEA Text Alerts].

Security

We use physical, managerial, and technical safeguards as well as policies and procedures to protect the privacy, security, and confidentiality of your personal information that we collect and maintain.

Your personal information will be retained as long as your account is active or as needed to provide you with the services requested. Additionally, your information will be retained and used as necessary to comply with our legal obligations, resolve disputes and enforce agreements.

Contact and Revisions

If you have questions/comments about this SMS Privacy Policy or need to update or delete any personal information, please contact us:

Email: JEAContactUsWebsite@jaxenergy.com

Online Form: <https://www.jaxenergy.com/forms/contact>

Telephone: 731-422-7500

This privacy policy is subject to periodic revisions at our discretion and changes will become effective upon posting to this site. If you object to any changes, please opt out of JEA Text Alerts. Following notice of changes, continued use of the Program shall indicate your acknowledgement of said changes and agreement to be bound by the terms and conditions of said changes.