

What information does Highline Electric collect?

We collect information from you when you start service, update contact information, and fill out and submit electronic requests. When we perform these services, you may be asked to provide your name, personal identification information, e-mail address, mailing address, and phone number. Through the course of service, we also collect electric usage history for billing purposes.

What do we use your information for?

Any of the information we collect from you may be used in the following way:

- To process billing, service requests, and follow up with communications.
- Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.

Text Message (SMS) Compliance

- No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.
- These terms and conditions are provided by Highline Electric Association (HEA):
 - By providing your mobile number, you agree to receive SMS messages from HEA related to your account. HEA does not guarantee the delivery of SMS messages and no warranty is provided for undelivered messages. You agree to notify HEA immediately in the event that you voluntarily or involuntarily relinquish any registered telephone number(s). You agree to indemnify HEA against any claims resulting from HEA sending SMS messages to someone other than yourself, in the event that you voluntarily or involuntarily relinquish telephone number(s) without notifying HEA of the change and understand that you are responsible for keeping HEA informed when any of your contact information changes.
 - Data Rates Notice: Message and data rates may apply.
 - Reply HELP for assistance.
 - Reply STOP to unsubscribe from any message. Only choose this option if you're completely sure you want to opt-out of HEA SMS communications.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you submit your personal information. The secure server software (SSL) encrypts all information you input before it is sent to us.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety.

Changes to our Privacy Statement

If/when we change our privacy statement, we will post those changes on this page.

Contacting Us

If there are any questions regarding this privacy statement you may contact us using the information below.

Via email:

info@hea.coop

In writing:

Highline Electric Association

PO Box 57

Holyoke, CO 80734