

Albemarle Electric Membership Corporation (AEMC) is committed to protecting the privacy and personal information of our members and those who interact with us. This Privacy Policy explains how we collect, use, and protect information provided through our website, digital services, communications, and other interactions with AEMC.

Information We Collect

AEMC may collect personal information that you voluntarily provide when using our website, communicating with us, enrolling in programs or services, completing forms, or managing your electric account.

This information may include your name, mailing address, email address, telephone or mobile number, account-related information, communication preferences, and other information necessary to provide services or respond to your requests.

We may also collect certain information automatically when you visit our website, such as browser type, device information, pages visited, and other website usage information.

How We Use Your Information

AEMC may use information collected to:

Provide and manage electric service and member programs.

Communicate with members about their accounts, services, outages, programs, events, and other cooperative information.

Respond to questions, requests, and member inquiries.

Send notifications and communications requested or authorized by members.

Improve our website, digital services, member communications, and overall member experience.

Meet applicable legal, regulatory, operational, and security requirements.

SMS/Text Messaging Privacy

AEMC may provide members with the option to receive text messages related to their electric service, account, outages, cooperative programs, notifications, and other AEMC communications.

When you provide your mobile number and consent to receive SMS/text messages from AEMC, your mobile information and SMS opt-in consent will not be shared with third parties or affiliates for marketing or promotional purposes.

Information may be shared with service providers when necessary to facilitate AEMC communications and services; however, SMS opt-in information and consent will not be shared or sold for third-party marketing or promotional purposes.

You may opt out of AEMC text messages at any time by replying STOP to a message. For assistance, reply HELP or contact AEMC.

Message and data rates may apply. Message frequency may vary.

How We Protect Your Information

AEMC is committed to protecting the personal information entrusted to us. We use safeguards designed to protect member information and limit access to personal information to those who need it to provide services, support our operations, or meet legal requirements.

We continually work to maintain the privacy and security of the information our members share with us.

Sharing of Information

AEMC does not sell personal information.

We may share information with trusted service providers when necessary to operate our business, provide member services, deliver communications, maintain technology systems, or fulfill legal and regulatory obligations.

These providers are expected to use information only for the purposes for which it was provided and in accordance with applicable privacy and security requirements.

Mobile information and SMS opt-in consent will not be shared with third parties or affiliates for marketing or promotional purposes.

Third-Party Services and Links

The AEMC website may contain links to third-party websites or utilize third-party services to provide certain functionality. AEMC is not responsible for the privacy practices or content of external websites. We encourage users to review the privacy policies of third-party services they choose to access.

Updates to This Privacy Policy

AEMC may update this Privacy Policy periodically to reflect changes in our services, technology, legal requirements, or privacy practices. Updates will be posted on this page with a revised effective date.

Contact Us

If you have questions about this Privacy Policy or how AEMC handles your information, please contact:

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125 Cooperative Way
Herford, NC 27944
252-426-5735