

## Next Gen Electric Corp

### 10DLC SMS, MMS, and email Privacy Policy & Terms and Conditions

Next Gen Electric Corp  
211 E 43rd St, Fl 7  
New York, NY 10017  
Phone: 212-303-7655  
Email: Admin@nextgenelectric.co  
Effective Date: [Insert Date]

## Privacy Policy for SMS, MMS, and email Communications

Next Gen Electric Corp ("we," "our," or "us") values your privacy. This Privacy Policy explains how we collect, use, and protect information related to our SMS, MMS, and email communications via 10DLC (10-Digit Long Code) channels.

We do not use SMS, MMS, and email for marketing purposes. Messaging (SMS, MMS, or email) is only used to:

- Confirm requested appointments
- Send appointment reminders
- Notify when a technician is on the way
- Provide other appointment-related updates
- Responding to customer-initiated messages and inquiries

We only send messages to individuals who have requested or scheduled appointments with us.

### Information We Collect

- Phone number
- Name (optional, if provided for appointment scheduling)
- Appointment details and SMS, MMS, and email interaction logs

We do not collect sensitive personal data (e.g., SSN, banking info) via SMS, MMS, and email.

### Message Frequency and Opt-Out

You may receive up to 5 message (SMS, MMS, or email)s per scheduled appointment slot. Additional messages may be sent if the appointment is rescheduled or updated.

To opt out of receiving SMS, MMS, and email messages:

- Reply STOP at any time
- Call us at 212-303-7655

- Email us at Admin@nextgenelectric.co

After opting out, you will receive a final message confirming your opt-out status.

#### **Data Sharing and Security**

We do not sell or share your information. Data is only shared with trusted SMS, MMS, and email delivery providers. We implement reasonable security measures to protect your data.

#### **Children's Privacy**

Our services are not intended for individuals under 18. We do not knowingly collect data from children.

#### **Changes to this Policy**

We may update this Privacy Policy from time to time. Updates will be posted on our website or communicated via SMS, MMS, and email.

## **Terms and Conditions for SMS, MMS, and email Communications**

By providing your mobile number and or email requesting service from Next Gen Electric Corp, you consent to receive SMS, MMS, and email communications related to your scheduled appointment, requests for information and any other non-marketing information.

Use of SMS, MMS, and email includes:

- Confirming appointments
- Sending reminders
- Notifying of technician ETA
- Rescheduling or appointment changes

We also use SMS, MMS, and email to respond to customer-initiated messages, chat requests and inquiries. This includes answering questions, addressing concerns, providing requested information, or confirming details related to services or appointments.

You acknowledge that message and data rates may apply depending on your mobile plan.

We reserve the right to terminate SMS, MMS, and email communications if misuse is suspected or upon your opt-out request.

#### **User Responsibilities**

- Ensure the phone number provided is accurate and owned by you
- Notify us of changes to your contact information
- Do not use the SMS, MMS, and email system for unauthorized or illegal purposes

## Contact Us

If you have questions about this policy or need assistance, please contact us:

Next Gen Electric Corp

Phone: 212-303-7655

Email: [Admin@nextgenelectric.co](mailto:Admin@nextgenelectric.co)

Address: 211 E 43rd St, Fl 7, New York, NY 10017

## Updated Privacy Policy for SMS, MMS, and Email Communications

### Data Protection

We are committed to protecting your privacy. Your phone number and email address will not be sold or shared with third parties for marketing purposes. Information may be shared only with trusted service providers for operational purposes, such as delivering messages and appointment notifications. These providers are contractually obligated to protect your data and only use it for authorized purposes.

### Data Collection and Usage

We collect information such as your phone number, email address, name (if provided), and appointment details when you interact with us. This data is used to:

- Confirm or reschedule requested appointments
- Send reminders and status updates
- Notify when a technician is on the way
- Respond to customer-initiated questions or concerns

Your information is used solely for communication related to your service and appointments with Next Gen Electric Corp.

### Opt-Out Instructions

You may opt out of receiving communications at any time by:

- Replying STOP to any message (SMS or MMS)
- Calling us at 212-303-7655
- Emailing Admin@nextgenelectric.co

After opting out, you will receive a final message confirming that you will no longer receive further communications.

## **Updated Terms & Conditions for SMS, MMS, and Email Communications**

### **Brand Name**

Next Gen Electric Corp

### **Message Types**

By providing your phone number and/or email address to Next Gen Electric Corp, you consent to receive:

- Appointment confirmations
- Appointment reminders
- Technician status notifications (e.g., on the way)
- Responses to customer inquiries
- Updates regarding appointment changes or rescheduling

We do not send marketing messages via SMS, MMS, or email.

### **Message Frequency and Data Rates**

Message frequency may vary. You may receive up to 5 messages per scheduled appointment slot. Additional messages may be sent if appointments are rescheduled or updated.

Message and data rates may apply depending on your wireless plan. Please consult with your mobile carrier for details.

### **Customer Care Contact**

For assistance, you may:

- Reply HELP to any message
- Call us at 212-303-7655
- Email [Admin@nextgenelectric.co](mailto:Admin@nextgenelectric.co)

We are here to help with any questions or concerns about your messages or appointments.