



Privacy Policy

Effective Date: October 1, 2025

1. Introduction

Welcome to the website of Workforce Connection of Central New Mexico (“WCCNM,” “we,” “us,” or “our”). We are committed to safeguarding the privacy of our website visitors, members, and partners. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit www.wccnm.org (the “Site”).

2. Information We Collect

1. Personal Information:

- We may collect personal information that you voluntarily provide to us, such as your name, email address, telephone number, mailing address, or any other information you choose to provide when filling out forms on our Site.

2. Non-Personal Information:

- We may collect non-personal information such as browser types, device information, operating system, IP addresses, and browsing behavior (e.g., pages visited, links clicked).

3. Cookies and Similar Technologies:

- We use cookies, web beacons, and similar tracking technologies to enhance user experience, analyze website performance, and gather demographic information. You can control cookies through your browser settings; however, disabling cookies may affect certain features of the Site.

3. How We Use Your Information

We may use the information we collect for the following purposes:

- **To Provide and Maintain Services:** To operate our Site, respond to inquiries, and fulfill requests.
- **Communication:** To send you updates, newsletters, or other information related to our services and programs.
- **Website Improvement:** To better understand how users access and use the Site, both on an aggregated and individualized basis, to improve user experience and functionality.

- **Compliance and Enforcement:** To comply with applicable laws and regulations or to protect our rights or the rights of others.

4. How We Share Your Information

1. Service Providers:

- We may share your information with trusted third-party service providers who assist us in operating our Site and providing our services (e.g., hosting providers, or analytics services). These third parties are authorized to use your personal information only as necessary to provide these services to us.

2. Legal Requirements:

- We may disclose your information if required to do so by law, or in response to valid requests by public authorities (e.g., a court or government agency).

3. Business Transfers:

- In the event of a reorganization, merger, or transfer of all or substantially all of our assets, we may transfer all information we collect to the acquiring entity.
- We do not share your information with other businesses or entities outside of what is disclosed herein.

5. Your Choices and Rights

Depending on your location, you may have certain rights regarding your personal information. These may include the right to:

- Access the personal information we hold about you.
- Request that we update, correct, or delete your personal information.
- Opt-out of certain data processing activities, such as direct marketing.
- Withdraw consent at any time where we are relying on your consent to process your personal data.

If you would like to exercise any of these rights, please contact us using the details in the **Contact Us** section below. We will respond to your request within a reasonable timeframe and in accordance with applicable data protection laws.

6. Data Retention

We will retain your personal information only for as long as is necessary to fulfill the purposes outlined in this Privacy Policy or for compliance with legal obligations. Once we no longer need your personal information, we will securely delete or anonymize it.

7. Data Security

We take commercially reasonable measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, no security system is impenetrable, and we cannot guarantee the security of our databases or the transmission of information via the Internet.

8. Third-Party Links

Our Site may contain links to third-party websites or services that are not operated by us. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party

sites or services. We encourage you to read the privacy policies of any third-party sites you visit.

9. SMS Terms & Conditions

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

Types of SMS Communications

If you have consented to receive text messages from Workforce Connection of Central New Mexico you may receive messages related to the following:

- Appointment reminders
- Follow-up messages
- Information about our career programs, services or events

Example: *"Hello, this is a friendly reminder of our upcoming career workshop at AJC Albuquerque. Reply STOP to opt out of SMS messaging at any time."*

Message Frequency:

Message frequency may vary depending on the type of communication. For example, you may receive up to 2 SMS messages per week related to your account status and what you have signed up for using our secure forms in Formsite.

Potential Fees for SMS Messaging:

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

Opt-In Method:

You may opt-in to receive SMS messages from Workforce Connection of Central New Mexico in the following ways:

- Verbally, during a conversation through the Welcome Desk or AJC Staff.
- By submitting an online form through our secure platform Formsite.

Opt-Out Method:

You can opt-out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly at 505-843-1900 to request removal from our messaging list.

Help:

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us by calling 505-843-1900. If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our forms.

10. International Data Transfers

If you are located outside the United States, your information may be transferred to and processed in the United States or other countries where our service providers are located. By using our Site, you consent to the transfer of information to countries outside your country of residence, which may have different data protection rules than your country.

11. Updates to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an

updated Effective Date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

12. Contact Us

If you have any questions about this Privacy Policy, wish to exercise your rights, or have any concerns about our practices, please contact us at:

Workforce Connection of Central New Mexico
501 Mountain Rd. NE, Albuquerque, NM 87102
Phone: 505-843-1900
Email: nmworkforceconnection@wccnm.org