



# SMS TERMS OF SERVICE

August 17, 2026

## **1. Opting In and Use of the SMS Service**

You may opt in by checking the checkbox on your job application and providing your phone number. Opting in is optional and is not a condition of your application or candidacy for employment with IEM. If you prefer not to opt in, you may still complete and submit your application, and any future communications will be initiated by phone or email from an IEM recruiter.

When you opt in to IEM's SMS Service, currently provided through Grayscale and integrated with Greenhouse Recruiting (the "Service"), we may send you SMS messages to notify you of updates to your application status and to engage in discussion throughout your application process (e.g., interview scheduling, requests for information, and clarifying questions regarding the application). Message frequency varies based on your application and interview process. The exact number of messages you will receive will depend on the number of interviews required for the position/s you applied to.

These messages are informational and transactional in nature and relate solely to your job application. They are not marketing or promotional messages, and IEM will not use this Service for any other purpose.

## **2. Opting Out**

You can cancel the SMS service at any time by replying with any of the following industry standard keywords. Just text "STOP," "QUIT," "UNSUBSCRIBE," "END," "STOPALL," "OPTOUT," "REVOKE," or "CANCEL" to the phone number used to message you to unsubscribe. After you send the Opt-Out SMS message, we may send you one final text message confirming that you have been unsubscribed. No further recruiting SMS messages will be sent unless you opt-in again. To opt back in, reply with any of the following industry standard keywords: "START", "UNSTOP", "YES."

## **3. Help**

If you are experiencing issues with the Service, you can reply with the keyword "HELP" for more assistance, or you can get help directly by emailing [ta.ops@iemfg.com](mailto:ta.ops@iemfg.com).

## **4. Carrier Disclaimer**

Carriers are not liable for delayed or undelivered messages.



## **5. Message and Data Rates**

Message and data rates may apply. Message frequency may vary. Contact your wireless provider for details.

## **6. Eligibility**

The Service is not intended for individuals under the age of 18, or who do not otherwise meet the minimum legal age to seek employment with IEM in the applicable jurisdiction. IEM does not knowingly collect Personal Information through the Service from children under 13. By using the Service, you represent that you are at least 18 years old, or that you otherwise meet the minimum legal age to seek employment with IEM and have any legally required parental or guardian permission to do so.

## **7. Availability and Cross Border Data Transfer**

The Service is currently intended for candidates applying to, or being recruited for, positions located in the U.S. and Canada. IEM may modify, suspend, or discontinue the Service, or these Terms, at any time, with or without notice.

Your information may be collected, stored, and processed in the United States and/or Canada by IEM and its service providers, including Grayscale and Greenhouse Recruiting. If you are located in Canada, your information may be transferred outside Canada and may be accessed by courts, law enforcement, or national security authorities in the jurisdiction where it is processed. By providing your information, you consent to this transfer and processing.

## **8. Privacy and Related Policies**

Your use of the Service is also subject to our IEM privacy policies. If you have any questions regarding privacy, please read our [SMS Privacy Statement](#), together with additional IEM policies contained below:

| Related Policy                         | Where to Find It                                                                |
|----------------------------------------|---------------------------------------------------------------------------------|
| Workforce Member Privacy Policy (CCPA) | <a href="#">CCPA notice and rights for California candidates and employees.</a> |
| General Privacy Policy                 | <a href="#">IEM's general website privacy practices</a>                         |

Questions about the Service: [ta.ops@iemfg.com](mailto:ta.ops@iemfg.com) Questions about privacy: [privacy@iemfg.com](mailto:privacy@iemfg.com)