



SMS TERMS OF SERVICE

July 15, 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 Service at any time Just text "STOP," "QUIT," "UNSUBSCRIBE," "END," "STOP ALL", or "CANCEL" to the phone number used to message you to unsubscribe. After you send the Opt-Out SMS message we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to opt in again, just reply START to the phone number you unsubscribed from and we will start sending SMS messages to you again.

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.

**4. Carrier Disclaimer**

Carriers are not liable for delayed or undelivered messages.

5. Message and Data Rates

Message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

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)	CCPA notice and rights for California candidates and employees.
General Privacy Policy	IEM's general website privacy practices

Questions about the Service: ta.ops@iemfg.com Questions about privacy: privacy@iemfg.com