



Housing New Mexico | New Mexico Mortgage Finance Authority (MFA)

PRIVACY POLICY

This notice is provided in accordance with federal regulations. There is no action required on your part. The notice is for informational purposes only.

Your Privacy

At Housing New Mexico, protecting the privacy and security of your personal information is important to us. We are required to keep all of your information personal and private. This notice describes the privacy policy and practices followed by Housing New Mexico.

Safeguarding Customer Information

Housing New Mexico will restrict access to nonpublic personal information about you to employees who need it to perform their job responsibilities. Even if you are no longer our customer, we will continue to treat your nonpublic personal information in the same way as if you were still a customer. In addition, we maintain physical, electronic, and procedural safeguards that comply with federal and state regulations for maintaining the confidentiality of your information.

Any agreements entered by Housing New Mexico with nonaffiliated third parties who provide services or to make products or services available contain specific conditions requiring companies to safeguard this information. Third party providers are strictly prohibited from using consumer information for any other purpose.

Collection of Information

Housing New Mexico will only obtain information needed to process your loan application and to service your mortgage loan. The following includes a list of the usual kinds of nonpublic financial information we obtain and from what sources that information is obtained:

- From you, on forms (such as a loan application), via the Internet (when Internet access becomes available), by telephone or otherwise. Examples of this type of information include your name, address, social security number, credit history, employment information and other financial information.
- From transactions with us, for example, payment history, account balances, and other transaction records.
- From third parties to verify information you have provided to us.



Sharing of Information

Housing New Mexico does not disclose, or reserve the right to disclose, nonpublic financial information about its current or previous customers except as permitted by law.

Housing New Mexico does not sell any nonpublic personal information for its current or previous customers with nonaffiliated third-party marketers offering their products and services. While we may offer financial products and services of our third-party providers, Housing New Mexico controls all information used to make such offers.

Explicit SMS Non-Sharing of Information

Housing New Mexico is committed to upholding the highest standards of privacy for all personal information collected through our text messaging services. We do not sell, rent, distribute, or trade your personal data to third parties without your explicit consent unless legally required to do so. Any information shared with third parties is exclusively for the purpose of delivering our services to you. We assure you that your data will never be shared with third parties for marketing purposes.

Opt-Out Instructions

If you no longer wish to receive text messages from us, you can opt out at any time by replying with the word 'STOP' or 'UNSUBSCRIBE' to the number from which you received the message. Upon receiving your request, we will promptly remove you from our messaging list, and you will no longer receive further text communications from us.

Thank you for allowing us to continue servicing your mortgage loan. We value your business and are committed to protecting your privacy.