

# SMS/Text Messaging & Email Correspondence Privacy Policy, Terms & Conditions

All Medacy Health Primary Care patients have access to SMS/Text Messaging and email communication allowing for relay of information relating to healthcare . Please review the following.

## SMS/Email Privacy Policy

Medacy Health Primary Care respects patient privacy and is committed to protecting private information through compliance with this SMS/Email Privacy Policy (“Privacy Policy”).

This Privacy Policy is entered into by and between you and Medacy Health Primary Care. This Privacy Policy describes the information we collect from you or that you may provide when you use sms and/or email communications and our practices for collecting, using, maintaining, protecting, and disclosing that information. Additional detailed privacy practices can be found in our *Notice of Privacy Practices* available on our website or via paper copy at our location/s.

This Privacy Policy is effective with respect to any data that we have collected, or collect, about and/or from you, according to our terms of use, which are incorporated herein by reference.

We do not knowingly collect any personally identifiable information about you through your use of the SMS text messaging and/or email service. We may collect information from you through our website, which is governed by applicable privacy policies appearing on these sites. We reserve the right to delete any information we believe to be in violation of this Privacy Policy.

If a security breach causes an unauthorized intrusion into our system that materially affects you, then we will promptly notify you in accordance with applicable legal requirements.

You understand that electronic communications may be accessed by unauthorized parties when communicated across the Internet, network communications facilities, or other electronic means. You agree that we are not responsible for any electronic communication and/or any of your data which may be lost, altered, intercepted or stored without authorization during the transmission of any data whatsoever across networks not owned and/or operated by us. We do not guarantee that your information will not be misused or disclosed to third parties. We will not have any liability to you for any such misuse or disclosure.

Except as required or allowed by law, we will not use or disclose your information for any purpose for which you refuse us consent or later withdraw your consent. If you withdraw consent, you agree that in spite of this withdrawal, we may continue to use the information previously provided to us to the extent that we are legally or contractually obligated to do so and to the extent necessary to enforce any contractual obligations you may have to us.

We reserve the right to make changes to this Privacy Policy and to our information gathering and dissemination practices. If we decide to change this Privacy Policy, which we may do at any time without notice to you, we will post those changes. We suggest that you periodically check our website for changes to this Privacy Policy.

By using these services, you accept and agree to be bound and abide by this Privacy Policy. If you disagree with the terms and conditions or this Privacy Policy, you must not access or use the SMS and/or email communication.

## SMS/Email Terms & Conditions

These terms and conditions apply to anyone who agrees to receive informational text messages or emails from or on behalf of Medacy Health Primary Care.

SMS/Email messaging services are used to send you notifications about health and wellness, such as: upcoming appointments, updates related to your visits, care management, Patient Portal account, billing notifications and clinic closures/updates.

By agreeing to receive text messages and/or emails, you agree that the mobile phone number and/or email on file is yours and that you have permission to use that mobile phone number and/or email.

Text messages/emails between you and us (or others working for us) may not be encrypted. This means messages may be unsecured and other people could read them. It is important that you keep your mobile phone and/or email access protected. You should protect your mobile phone and/or email with a passcode. You understand that we are not responsible for the release of personal information once you agree to receive text messages and/or emails.

We may change these terms and conditions at any time. Any changes will be posted to our website. If you do not agree to these terms and conditions, you must cease texting and/or emailing Medacy Health Primary Care and opt-out as described below.

### SMS/Text Messaging Disclosures

*Message and data rates may apply. Message frequency will vary based upon your specific healthcare needs. If you have any questions about your text plan or data plan, it is best to contact your wireless provider. Carriers are not liable for delayed or undelivered messages.*

- **Opt-In:** If you text our office number, you are opting in to text messages and agreeing with the Terms and Conditions outlined. You can also submit a contact request via our website contact form.
- **Opt-Out:** You can opt-out of receiving text messages at any time by texting STOP to our phone number. After you send the SMS message "STOP" to us, we will send a SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages.

If you want to resume messaging, please call our office for further instruction or update electronic communication preferences via your Patient Portal & notify our office of the change.

- For assistance or questions about text message alerts, text HELP or contact us at (405) 310-7677.