



## **Privacy Policy for Phone Calls and Text Messages**

**Effective Date:** December 24, 2024

We care about your privacy and want to keep your information safe. This policy explains how we use phone calls and text messages to talk to you and keep your information private.

### **1. What Information We Collect**

When we call or text you, we may get:

- **Your Name and Phone Number:** So we know who we are talking to.
- **Health Information:** About your care, like appointments or treatment.
- **Communication Details:** Like when we talked or texted and what was said.

### **2. How We Use This Information**

We use your information to:

- Set up or remind you about appointments.
- Share instructions or health updates.
- Answer your questions.

### **3. Your Permission**

When you give us your phone number, it means you're okay with us calling or texting you about your care. Your phone company might charge for messages.

### **4. Keeping Your Information Safe**

We work hard to keep your information safe by:

- Letting only trusted staff see it.
- Using secure systems for messages.
- Not sending very private health details in texts unless you ask.

### **5. Sharing Information**

We will not share your information unless:



- The law says we have to.
- We need to for your care, and you say it's okay.

## **6. How to Stop Texts**

If you don't want texts anymore, reply "STOP" to a message, or call us to let us know. But remember, this might mean we can't send you reminders.

## **7. How Long We Keep Records**

We keep records of calls and texts as the law requires. Only trusted staff can see them.

## **8. Your Rights**

You can:

- Ask to see the information we have about you.
- Ask us to fix anything wrong in your information.
- Tell us you don't want us to call or text anymore.

## **9. Changes to This Policy**

We might change this policy sometimes. The new policy will be on our website with the date it starts.

## **10. Contact Us**

If you have questions, call or write to us:

Comfort Health and Wellness Clinic

101 Whiting Street #104

Alexandria , VA 22304

703-574-8880/8881

info@comforthealthandwellness.com

By talking to us on the phone or by text, you agree to this policy.