

Healthcare SMS and Electronic Communications Privacy Policy

Effective Date: 01/01/2025

At Wheat State Holistic Healthcare LLC, we are committed to protecting your privacy and ensuring that your personal health information is handled responsibly. This Privacy Policy explains how we collect, use, and protect your personal information when you engage with our healthcare-related text messaging services.

- Messaging frequency may vary.
- Message and data rates may apply.
- To opt out at any time, text STOP.
- For assistance, text HELP or visit our website at www.wheatstatehealth.org.
- Visit <https://wheatstatehealth.org/privacy-statements> for privacy policy and <https://wheatstatehealth.org/privacy-statements> for Terms of Service.

1. Information We Collect

When you opt-in to our text messaging services, we may collect the following information:

- **Personal Information:** Name, phone number, and other contact details.
- **Health Information:** Health-related information you choose to provide in your text messages, such as appointment scheduling, reminders, and health updates.
- **Usage Data:** Information about how you interact with our text messaging service, including delivery and read receipts, response times, and message history.

2. How We Use Your Information

We use your information to:

- Send appointment reminders, confirmations, and cancellations.
- Provide health-related updates, reminders for preventive care, medication instructions, or test results.
- Respond to your queries or requests submitted via text message.
- Improve our communication services and ensure that we are delivering accurate and timely information.

3. Consent and Opt-In

By providing your phone number and consenting to receive text messages, you are agreeing to receive communications from us. You may opt-out of text messages at any time by replying "STOP" to any message you receive. After opting out, you will no longer receive text communications from us unless you opt back in.

4. Data Security

We are committed to safeguarding your personal and health information. We use industry-standard security measures to protect your data from unauthorized access, use, or disclosure. This includes encrypting text messages when feasible and ensuring that only authorized personnel access your information.

5. Data Sharing and Disclosure

We will not share your personal or health information with third parties without your explicit consent, except as required by law or for necessary business operations that are directly related to your care. We may share your information with:

- **Healthcare Providers:** To coordinate care or facilitate healthcare services.
- **Service Providers:** Trusted third-party vendors who assist us with delivering text messaging services (such as SMS providers), but they are bound by confidentiality agreements to protect your information.
- **Legal Authorities:** If required by law, such as in response to a subpoena or other legal request.

6. Your Rights

You have the right to:

- **Access:** Request a copy of the personal information we hold about you.
- **Correction:** Request corrections to any inaccurate or incomplete information.
- **Deletion:** Request the deletion of your personal information, subject to legal or regulatory obligations.

7. Message and Data Rates

Please note that standard text messaging and data rates may apply based on your mobile carrier and plan. Contact your mobile carrier for details on their charges for text messages.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or relevant laws. When we make changes, we will update the "Effective Date" at the top of this document. We encourage you to review this policy periodically.

9. Contact Information

If you have any questions or concerns about this Privacy Policy or our text messaging services, please contact us at:

Wheat State Holistic Healthcare, LLC
admin@wheatstatehealth.org
316-867-6060