



**Policy Name: Communication Privacy Policy**

**Effective Date:** 01/01/2024

**Last Updated:** 02/10/2025

Elevation Individual and Family Therapy PLLC ("we," "us," or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your information, including information collected through SMS/MMS messaging and our website.

## 1. Information We Collect

We may collect the following types of personal information when you use our website or sign up for our services:

- Name, phone number, email address, and mailing address
- Information you provide when contacting us or signing up for SMS communications through our EHR portal
- Data collected through cookies and similar tracking technologies

## 2. How We Use Your Information

We use the information we collect to:

- Provide and manage our services, including SMS/MMS communications
- Send you important notifications, marketing messages, and updates
- Improve our website and services
- Ensure compliance with legal and regulatory requirements

## 3. SMS/MMS Messaging Policy

By providing your phone number and opting in to receive SMS/MMS messages from Elevation Individual and Family Therapy PLLC:

- You consent to receive promotional and informational text messages from us.
- Message frequency varies. Standard message and data rates may apply.

- You can opt out anytime by contacting our office and changing the settings in your EHR client portal.
- You can opt out anytime by replying **STOP** to any message. For help, reply **HELP** or contact us at [info@elevationtherapy.org](mailto:info@elevationtherapy.org).
- Your information will not be sold or shared with third parties for marketing purposes without your explicit consent.

## 4. Sharing Your Information

Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. We do not sell, trade, or rent your personal information. However, we may share information with trusted third-party service providers to help us deliver services (e.g., SMS delivery platforms). These providers are contractually required to protect your data.

## 5. Your Rights and Choices

You have the right to:

- Opt out of SMS/MMS messages at any time.
- Request access to or deletion of your personal data.
- Adjust cookie and tracking preferences via your browser settings.

## 6. Security of Your Information

We implement industry-standard security measures to protect your information from unauthorized access, disclosure, or misuse.

## 7. Changes to This Privacy Policy

We may update this policy periodically. Any changes will be posted on this page with the updated effective date.

## 8. Contact Us

If you have any questions about this Privacy Policy or your data, please contact us at:

**Elevation Individual and Family Therapy PLLC** Email: [info@elevationtherapy.org](mailto:info@elevationtherapy.org) Phone: 708-300-8864