

## **SMS Privacy Policy**

**Effective Date:** December 31<sup>st</sup>, 2025

### **1. Introduction**

Village Compounding Pharmacy is committed to protecting the privacy and security of our patients' personal information. This SMS Privacy Policy explains how we collect, use, disclose, and safeguard information when you choose to receive text message (SMS) communications from us regarding prescription renewals, refill reminders, and notifications that prescriptions are ready for pickup.

### **2. Information We Collect**

When you opt in to receive SMS communications, we may collect and use the following information:

- **Personal Identifiers:** Your name and mobile phone number.
- **Prescription-Related Information:** Limited information necessary to notify you about prescription renewals, refill status, or readiness for pickup (we do not include detailed medication information in SMS messages).
- **Communication Records:** Records of SMS messages sent and received, including dates, times, and message content.

### **3. How We Use Your Information**

We use the information collected through our SMS program solely for pharmacy-related purposes, including:

- Sending prescription renewal and refill reminders.
- Notifying you when prescriptions are ready for pickup.
- Communicating important pharmacy-related updates that may affect your prescriptions or services.
- Supporting customer service and operational efficiency.

### **4. Information Sharing and Disclosure**

We do not sell, rent, or share your personal information for marketing purposes. Your information may be shared only in the following circumstances:

- **Service Providers:** With trusted third-party vendors that help us deliver SMS messages or manage our communication systems. These providers are required to safeguard your information and use it only for the services they provide to us.
- **Legal Requirements:** When required to comply with applicable laws, regulations, court orders, or to protect the rights, safety, and property of our pharmacy, our patients, or others.

## 5. Data Security

We maintain appropriate administrative, technical, and physical safeguards designed to protect your personal information from unauthorized access, use, or disclosure in accordance with applicable healthcare privacy and security standards.

## 6. Data Retention

We retain SMS-related information only for as long as necessary to fulfill the purposes described in this policy or as required by applicable federal and state laws and regulations.

## 7. Your Choices and Opt-Out Rights

Participation in our SMS program is voluntary. You may opt out of receiving SMS messages at any time by replying **STOP** to any message or by contacting us using the information below. Opting out of SMS messages will not affect your ability to receive pharmacy services, but you may no longer receive text-based reminders or notifications.

## 8. Changes to This SMS Privacy Policy

We may update this SMS Privacy Policy from time to time. Any changes will be effective as of the updated effective date and may be communicated through our pharmacy, our website, or via SMS where appropriate.

## 9. Contact Information

If you have questions or concerns about this SMS Privacy Policy or our privacy practices, please contact us:

Village Compound Pharmacy  
Phone: 215-491-4101  
Address: 1428 Easton Rd, Warrington, PA 18976