

Text Messaging Privacy Policy

Glacier Ridge Veterinary Services

Glacier Ridge Veterinary Services respects your privacy and is committed to protecting the personal information you provide to us, including information collected through text messaging (SMS/MMS).

This Text Messaging Privacy Policy is made available on our website so clients can easily review how their personal information and SMS consent information are collected, used, and protected.

Personal Information We Collect

When you communicate with Glacier Ridge Veterinary Services, schedule services, complete forms, or communicate with us by text message, we may collect personal information including:

- Name
- Mobile phone number
- Email address
- Appointment and scheduling information
- Client and patient information
- Billing or account-related information
- Message content and communication history
- Information you voluntarily provide to us
- Records of your consent to receive text messages
- Records of opt-out or communication preference requests

How We Use Personal Information

We may use the information we collect to:

- Schedule, confirm, modify, or remind you about appointments
- Respond to questions or requests
- Communicate regarding veterinary services
- Provide follow-up information related to services provided
- Send billing or account-related communications
- Provide practice or service updates that you have agreed to receive
- Maintain business and communication records
- Document SMS consent and opt-out requests
- Comply with applicable legal or regulatory requirements
- Operate and improve our services

How Personal Information May Be Shared

Glacier Ridge Veterinary Services does not sell or rent your personal information.

We may share limited personal information with service providers that help us operate our business, such as telecommunications providers, scheduling platforms, payment processors, software providers, or other vendors performing services on our behalf.

These service providers may only use the information as necessary to provide those services and are not authorized to use your information for their own marketing purposes.

We may also disclose information when required by law or when reasonably necessary to protect the rights, safety, or property of Glacier Ridge Veterinary Services, our clients, or others.

SMS Consent and Mobile Information

Your mobile phone number, SMS opt-in information, and text messaging consent are treated as private information.

No mobile opt-in message consent will be shared with third parties or affiliates for marketing purposes.

Glacier Ridge Veterinary Services does not sell, rent, share, or provide SMS opt-in consent, mobile phone numbers, or text messaging consent information to third parties or affiliates for their marketing or promotional purposes.

SMS consent information may be provided to service providers only when necessary to deliver or operate our messaging services on our behalf. Those providers are not permitted to use your SMS consent information for their own marketing purposes.

Text Messaging Communications

If you consent to receive text messages from Glacier Ridge Veterinary Services, we may send messages regarding:

- Appointment confirmations and reminders
- Scheduling or appointment changes
- Responses to client questions
- Follow-up communications
- Billing or account information
- Service-related notifications
- Other communications you have agreed to receive

Message frequency may vary.

Message and data rates may apply.

Consent to receive text messages is not a condition of purchasing veterinary services.

Opting Out of Text Messages

You may opt out of receiving text messages at any time by replying **STOP** to a message from us.

After opting out, you may receive a confirmation message acknowledging your request. You will not receive additional SMS messages unless you subsequently provide consent again.

For assistance, reply **HELP** or contact Glacier Ridge Veterinary Services at **the number we texted from**.

Information Security

We use reasonable administrative, technical, and organizational safeguards to protect personal information from unauthorized access, disclosure, alteration, loss, or misuse.

Please be aware that standard SMS and MMS communications are not encrypted. We recommend that clients avoid sending highly sensitive financial or personal information through text messaging.

Data Retention

We may retain personal information, communication records, SMS consent records, and opt-out requests for as long as reasonably necessary to provide services, maintain appropriate business records, comply with legal requirements, document consent, and resolve disputes.

Changes to This Privacy Policy

Glacier Ridge Veterinary Services may update this Privacy Policy periodically. The current version will remain available on our website.

Contact Us

If you have questions about this Privacy Policy or how your personal information is handled, please contact:

Glacier Ridge Veterinary Services

Phone: **the number we texted from**

Website: **glacierreidvet.com**