

Privacy Policy

Healing Hands Family Practice, LLC

Effective Date: August 24, 2025

Last Updated: March 6, 2026

This Privacy Policy explains how Healing Hands Family Practice, LLC (“we,” “us,” or “our”) collects, uses, and protects information obtained through our website and related communications. This policy is separate from our HIPAA Notice of Privacy Practices, which governs protected health information (PHI) created/received in the course of providing care.

IMPORTANT NOTICE REGARDING TEXT MESSAGING DATA

We do not share SMS opt-in information: including phone numbers and consent records—with affiliates or third parties for marketing or promotional purposes. Text messaging originator opt-in data is kept confidential and used only to provide the services you request.

1) Information We Collect

Personal Information

- Name, email address, phone number, physical address
- Communication opt-in records and timestamps (SMS, email, etc.)

Non-Personal Information

- IP address, browser type, device information
- Website analytics and usage patterns
- Cookies and similar technologies

Customer Communications

- Records of inquiries and service requests
- Appointment details and preferences
- Service-related feedback

Do not submit sensitive medical information through general website contact forms or standard text messages. Use approved secure methods as directed by the practice.

2) How We Use Your Information

We use information to:

- Provide and improve services
- Respond to inquiries and manage appointments
- Maintain consent and communication preference records
- Improve website performance and user experience
- Protect security and prevent fraud

3) SMS Messaging & Compliance

If you opt in, you may receive messages related to appointments, support, and important updates.

- Opt-in is required; we maintain timestamped opt-in records.
- Opt out any time by replying STOP; opt-outs are processed promptly.
- Reply HELP for assistance or contact info@healinghandsfamilypracticellc.com.
- Message and data rates may apply; carriers are not liable for delayed/undelivered messages.

Minors / Parent or Guardian SMS

For patients under 18, SMS communications must be authorized by a parent or legal guardian (or other legally authorized representative, where applicable). Messages about minor patients may be sent to the authorized parent/guardian contact on file.

SMS Data Protection Statement

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing with subcontractors in support services (e.g., SMS aggregators/providers) is permitted solely to deliver messages you consented to receive.

4) Information Sharing & Disclosure

We do not sell, rent, or trade personal information. We may share information with:

- Service providers supporting operations (scheduling, payments, messaging) who are obligated to protect confidentiality and security
- Legal authorities when required by law or valid legal process
- In connection with a business transfer (merger, acquisition, sale of assets), subject to applicable protections

5) Data Security

We implement reasonable safeguards such as access controls, encryption where appropriate, training, updates, and incident response procedures. No method of transmission or storage is 100% secure.

6) Cookies & Tracking Technologies

We use cookies and similar technologies to analyze traffic, remember preferences, improve functionality, and measure performance. You can control cookies through browser settings; disabling cookies may affect site functionality.

7) Your Rights & Choices

You may:

- Request access, updates, or deletion of personal information you provided through the website (as applicable)
- Opt out of marketing emails using “unsubscribe”
- Opt out of SMS by replying STOP
- Withdraw consent for future communications

For PHI rights, refer to our HIPAA Notice of Privacy Practices.

8) Children’s Privacy

We may serve minors, including children under 13. Any collection of personal information for children under 13 is handled consistent with applicable law and with parent/guardian involvement where required.

9) Third-Party Links

Our website may contain links to third-party websites. Their privacy practices are governed by their own policies; this Privacy Policy applies only to Healing Hands Family Practice, LLC.

10) Changes to This Privacy Policy

We may update this policy periodically. The latest version will be available on our website with the effective date.

11) Contact Us

Healing Hands Family Practice, LLC

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Email: info@healinghandsfamilypracticellc.com

Website: <https://healinghandsfamilypracticellc.com>