

Full Life Primary Care, PLLC

PRIVACY POLICY

Effective Date: 12/1/2022

1. Introduction

We at Full Life Primary Care are committed to protecting your privacy. This policy outlines how we collect, use, and safeguard your health information, as required by law.

2. Information We Collect

As part of your care, we collect the following information:

- Personal identification (name, date of birth, address, etc.)
- Health information (medical history, diagnosis, treatment plans, prescriptions, etc.) - Insurance and billing information

3. How We Use Your Information

Your information may be used for the following purposes:

- To provide, coordinate, or manage your medical treatment and services
- To process your insurance claims and for billing purposes
- For appointment scheduling and reminders
- To comply with legal obligations, such as reporting diseases to health authorities
- For health care operations, including quality assessment and improvement

4. How We Share Your Information

We may share your health information with:

- Other health care providers involved in your care
- Insurance companies for claims processing
- Third-party service providers (e.g., labs, pharmacies) involved in your treatment
- Government authorities as required by law
- Family members or others involved in your care, with your consent
- Mobile opt-in, SMS consent and phone numbers collected for SMS purposes will not be shared or sold to any third parties or affiliates for marketing purposes.

5. Terms of service for SMS communications Consent for SMS communication

- We do not sell or lease your information to any third party for marketing purposes. We do not share or sell SMS opt-in, or phone numbers for the purpose of SMS.
- This company will not self, transfer, share, or distribute the personal information that is collected without your consent, unless required by a judge with a court order.

Potential fees of SMS Messaging - Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

Help - If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us by calling 903-257-3929 or visit <https://fulllifeprimarycare.com/privacy-policy>.

Types of SMS communications – If you have consented to receive text messages from Full Life Primary Care, you may receive text messages related to your healthcare needs, for example: scheduling updates, diagnostic results, coordination of care, etc.....

Message Frequency: Our SMS message frequency will be from 100 to 500 text messages daily across all users.

Opt-In Method: Customer will Opt-In for SMS messaging from Full Life Primary Care through intake forms in their office and on their website located at www.fulllifeprimarcare.com, this agreement for SMS will not be shared with third parties for marketing purposes.

Opt-out: Customer will be able to Opt-out for SMS messaging from Full Life Primary Care by replying STOP at any time to any received SMS message, once opted-out they will receive no further SMS communication. You can Opt back In at any time by replying START.

Standard Messaging Disclosures:

- Message and data rates may apply.
- You can opt out at any time by texting "STOP."
- For assistance, text "HELP" or visit our privacy policy at: <https://fulllifeprimarycare.com/privacy-policy>.
- Message frequency may vary

6. Your Rights

You have the following rights regarding your health information:

- Access: You can request access to your medical records.
- Correction: You may request corrections to your records if you believe there is an error.
- Confidential Communication: You can ask us to contact you in a specific way (e.g., at a different phone number).
- Restrictions: You may request limitations on how we use or share your information.
- Copy of Policy: You may request a copy of this privacy policy at any time.

7. Data Security

We take precautions to safeguard your health information through administrative, physical, and technical measures. Despite these measures, we cannot guarantee complete security of your information.

8. Changes to the Privacy Policy

We reserve the right to update this privacy policy at any time. Any changes will be effective immediately upon posting to our website or in-office notification.

9. Contact Us - If you have questions or concerns about this privacy policy or your health information, please contact:

Full Life Primary Care
600 E Taylor St, Ste 201
Sherman, TX 75090 903-257-3929 flpc.staff@gmail.com

10. Complaints

If you believe your privacy rights have been violated, you can file a complaint with us at the contact information above or with the U.S. Department of Health and Human Services. We will not retaliate against you for filing a complaint.