

## OSO ORTHOTICS & PROSTHETICS, LLC

### SMS PRIVACY POLICY

OSO Orthotics & Prosthetics, LLC respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect information obtained through our SMS/text messaging program.

### INFORMATION WE COLLECT

When you opt in to receive text messages from Oso, we may collect:

- Name
- Mobile phone number
- Appointment information
- Order and delivery information
- Communication preferences
- Responses to text messages
- Any information voluntarily provided by you

### HOW WE USE YOUR INFORMATION

We use SMS messages to:

- Confirm appointments
- Send appointment reminders
- Notify patients when products are ready
- Provide delivery or pickup updates
- Request documentation needed for services
- Communicate regarding orthotic, prosthetic, pedorthic, and diabetic shoe services

### SMS CONSENT

By providing your mobile phone number and affirmatively opting in, you consent to receive text messages from OSO Orthotics & Prosthetics, LLC.

Message frequency may vary based on your appointments, orders, and services.

Message and data rates may apply.

### OPTING OUT

You may opt out of receiving SMS messages at any time by replying STOP to any message. After opting out, you will receive a final confirmation message and will no longer receive SMS communications unless you opt in again.

For assistance, reply HELP or contact our office directly.

## INFORMATION SHARING

OSO Orthotics & Prosthetics, LLC does not sell, rent, or share your mobile phone number or SMS consent information with third parties or affiliates for marketing or promotional purposes.

We may share information only when necessary to:

- Provide healthcare services
- Process insurance claims
- Comply with legal requirements
- Support our SMS messaging platform providers under confidentiality obligations

## DATA SECURITY

We maintain reasonable administrative, technical, and physical safeguards designed to protect your information from unauthorized access, disclosure, alteration, or destruction.

## CONTACT US

Oso Orthotics & Prosthetics, LLC

Phone: 239-766-7940

Email: [\\_Osooandp@outlook.com](mailto:_Osooandp@outlook.com)

Address: 11983 Tamiami Trail North, ste 100C, Naples Fl 34110

## TEXT MESSAGE CONSENT

Sign up to receive text messages from OSO Orthotics & Prosthetics LLC regarding appointment reminders, order updates, delivery notifications, and customer service communications. To opt in, provide your mobile phone number through our contact form and check the SMS consent box. Message frequency varies. Message and data rates may apply. Reply STOP to opt out and HELP for assistance TO 239-766-7940.

## TEXT MESSAGE OPT-IN

By providing your mobile phone number below and checking the consent box, you agree to receive SMS text messages from OSO Orthotics & Prosthetics LLC regarding appointment reminders, appointment scheduling, order updates, delivery notifications, requests for documentation, and customer service communications.

## CONTACT US

Name: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Message: \_\_\_\_\_

I agree to receive SMS text messages from OSO Orthotics & Prosthetics LLC regarding appointment reminders, appointment scheduling, order updates, delivery notifications, requests for documentation, and customer service communications.

Message frequency varies. Message and data rates may apply. Reply STOP to opt out and HELP for assistance.

Consent to receive text messages is not a condition of purchase or receiving services.

By submitting this form, you agree to receive SMS messages at the mobile number provided and acknowledge that you have reviewed our Privacy Policy and Terms & Conditions.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_