

SMS/Text Messaging Terms & Conditions

By providing your mobile phone number and opting in to receive text messages from Collective Wellness & Aesthetics, you consent to receive SMS and/or MMS messages from us at the mobile number you provided.

Messages may include appointment confirmations and reminders, scheduling communications, follow-up messages, office updates, patient care communications, account-related notifications, and, if you separately consent to receive them, promotional or marketing messages regarding services, events, specials, or other offers from Collective Wellness & Aesthetics.

Consent to receive marketing text messages is not a condition of purchasing any goods or services.

Message frequency may vary. Message and data rates may apply depending on your mobile carrier and service plan.

You may opt out of non-essential text messages at any time by replying **STOP** to a message. After opting out, you may receive a final confirmation message indicating that you have been unsubscribed. You may also contact our office directly to update your communication preferences.

For assistance, reply **HELP** or contact Collective Wellness & Aesthetics directly.

Mobile information will not be sold or shared with third parties for their own marketing or promotional purposes. Information may be shared with service providers that assist us in delivering communications or operating our practice, subject to applicable privacy and confidentiality requirements.

Text messaging is not guaranteed to be secure. Although we take reasonable measures to protect patient information, standard SMS messages may be accessible to anyone who has access to your phone, mobile account, or message notifications. Please do not use text messaging for emergencies or urgent medical concerns.

If you are experiencing a medical emergency, call 911 or seek immediate emergency medical care.

By opting in, you acknowledge that you are the authorized user of the mobile number provided or have permission to use that number and agree to these SMS/Text Messaging Terms & Conditions.

Privacy Policy

Collective Wellness & Aesthetics

Collective Wellness & Aesthetics respects your privacy and is committed to protecting the personal information you provide to us through our website, forms, communications, and services.

Information We Collect

We may collect information that you voluntarily provide to us, including your:

- Name
- Telephone number
- Email address
- Mailing address
- Date of birth
- Appointment and scheduling information
- Information submitted through website forms
- Communication preferences
- Other information you choose to provide when contacting or receiving services from our practice

Because Collective Wellness & Aesthetics provides healthcare and wellness services, certain information we collect may also constitute protected health information (“PHI”) and may be subject to the Health Insurance Portability and Accountability Act (“HIPAA”) and other applicable federal and state privacy laws.

Our handling of PHI is also governed by our HIPAA Notice of Privacy Practices.

How We Use Your Information

We may use your information to:

- Schedule, confirm, modify, or cancel appointments
- Provide appointment reminders
- Respond to questions or requests
- Communicate regarding your care or services
- Provide information related to your account
- Send operational or administrative notices

- Improve our website and services
- Send promotional communications when you have consented to receive them
- Comply with applicable legal, regulatory, healthcare, and record keeping obligations

Text Messaging

If you provide your mobile phone number and consent to text messaging, Collective Wellness & Aesthetics may communicate with you by SMS or MMS.

Text messages may include appointment reminders, scheduling communications, follow-up communications, office information, and other messages related to services you have requested.

If you separately opt in to marketing communications, we may also send information regarding promotions, specials, events, new services, or other offers.

Consent to receive marketing text messages is not a condition of receiving treatment or purchasing goods or services.

Message and data rates may apply. Message frequency may vary.

You may opt out of non-essential text messaging at any time by replying **STOP**. For assistance, reply **HELP** or contact our office.

Mobile information will not be sold or shared with third parties for their own marketing or promotional purposes.

Text Messaging Privacy and Security

Standard SMS and MMS communications may not be fully secure or encrypted. Messages may potentially be viewed by individuals who have access to your mobile device, mobile account, or message notifications.

We take reasonable safeguards to protect the privacy of information communicated electronically and seek to limit sensitive information transmitted through standard text messaging when appropriate.

Patients who do not wish to communicate through text messaging may contact our office to request an alternative method of communication.

Sharing of Information

We do not sell your personal information.

We may disclose information when reasonably necessary to:

- Provide healthcare or services you have requested
- Work with vendors or service providers that assist in operating our practice, website, scheduling systems, communications, or technology
- Process transactions or maintain business operations
- Comply with applicable laws, regulations, court orders, or governmental requests
- Protect the rights, safety, and security of our patients, employees, practice, or others

When PHI is involved, information will be used and disclosed in accordance with HIPAA and our Notice of Privacy Practices.

Website Technology

Our website may use cookies or similar technologies to improve functionality, understand website usage, maintain security, or improve the user experience.

Depending on the services used on our website, third-party technology providers may process limited information necessary to provide those services.

We strive to select vendors and technologies appropriate for a healthcare practice and to protect patient information consistent with applicable privacy requirements.

Third-Party Websites

Our website may contain links to third-party websites or services. Collective Wellness & Aesthetics is not responsible for the privacy practices, security, or content of websites operated by third parties.

Your Communication Preferences

You may request that we update your contact information or change the way we communicate with you.

You may opt out of promotional emails or text messages at any time. Opting out of promotional communications will not prevent us from contacting you when necessary regarding appointments, treatment, transactions, safety matters, or other communications permitted by law.

Children's Privacy

Our website is not intended to independently collect personal information from children without the involvement or authorization of a parent, guardian, or other person legally authorized to provide such information when required.

Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our services, technology, business practices, or legal requirements. Updates will be posted on this page with a revised effective date.

Contact Us

If you have questions regarding this Privacy Policy or your communication preferences, please contact:

Collective Wellness & Aesthetics

tPeru, Illinois

815.719.5051

admin@collectiveperu.com

Effective Date: 9/1/2026