

Privacy Policy SMS for Change InSight Mental Health Counseling PLLC

Effective Date: 01/01/2025

1. Introduction

At Change InSight Mental Health Counseling PLLC we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, and share your personal information, including details about SMS consent and communications.

2. Information We Collect

We may collect the following types of personal information:

- Contact details (name, phone number, email address, mailing address)
- Demographic information
- Health-related information necessary for treatment
- Payment and billing information
- Communications and preferences, including SMS consent

3. How We Use Your Information

We use your personal information for the following purposes:

- To provide mental health services
- To schedule and confirm appointments
- To process payments and insurance claims
- To send appointment reminders, account notifications, and important updates via SMS or email
- To improve our services and patient experience

4. Who We Share Your Information With

Your personal information may be shared with:

- Healthcare providers involved in your treatment
- Insurance companies for billing purposes
- Third-party service providers assisting with administrative tasks (e.g., appointment scheduling platforms, payment processors)
- Legal or regulatory authorities as required by law

5. SMS Consent

We collect your SMS consent to send appointment reminders, account notifications, and other relevant messages. **SMS consent is not shared with third parties for marketing purposes.**

6. Accessing Our Privacy Policy

Our Privacy Policy is easily accessible:

- A link to this policy is available on all web forms requesting consent.
- This policy is also available at the office

7. SMS Terms & Conditions

By opting into SMS notifications, you agree to receive text messages from **Change InSight Mental Health Counseling PLLC** regarding:

- Appointment reminders
- Account notifications
- Important practice updates

You may opt out of SMS messages at any time by replying STOP to any message or contacting our office.

8. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website with an updated effective date.

9. Contact Us

If you have any questions about this Privacy Policy or your personal information, please contact us at:

Change InSight Mental Health Counseling PLLC

26 Harvester Ave Suite 104 Batavia NY 14020

info@changeinsightmhc.com

585-250-4052

By using our services, you acknowledge that you have read and agree to this Privacy Policy.