

Care and Heart

Appointment SMS Privacy Policy

Effective date: October 12, 2026

Introduction

Care and Heart values your privacy. This policy explains how we collect and use information for our SMS communications for appointment scheduling, reminders, and follow-ups.

Information We Collect

We collect the name and mobile number you provide when you opt into SMS, your messaging preferences and consent records, and messages you send us.

How We Use Information

With your consent, we use your information to schedule and confirm appointments, send appointment reminders, follow up about appointments, respond to scheduling inquiries, and manage your messaging preferences. We do not use this SMS program to send marketing or promotional messages.

Sharing and SMS Consent

We do not sell or share mobile numbers, SMS opt-in information, or messaging consent with third parties or affiliates for their own marketing or promotional purposes. Service providers that help deliver our messages may process information only as needed to perform those services on our behalf. SMS consent is not transferred to other businesses.

Your Choices

Reply STOP to unsubscribe from our SMS program at any time. After a confirmation message, no further texts will be sent through that program unless you opt in again. Reply HELP for assistance, or contact us using the details below. You may also contact us to request access to or correction of your information.

Data Security and Retention

We use reasonable safeguards to protect your information and retain it only as long as needed for the purposes described here, to honor opt-out requests, and to meet applicable recordkeeping obligations.

Changes

We may update this policy. The updated version will show its effective date. A policy update does not expand your SMS consent; we will obtain additional consent when required.

Contact Us

Care and Heart

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