



Maryland Wellness Privacy Policy for SMS/MMS Communications

Effective Date: 2/1/2025

At Maryland Wellness, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your information when you agree to receive SMS/MMS messages from us.

1. Information We Collect

When you opt-in to receive SMS/MMS messages from Maryland Wellness, we may collect personal information that you voluntarily provide, such as your phone number and any other details related to the communication. This information is used solely for the purpose of delivering the services you've requested, such as appointment reminders, updates, and general health-related communications.

2. How We Use Your Information

We will use your phone number to send SMS/MMS messages to provide the following:

- Appointment reminders
- Program updates and information about services
- Health tips and educational content (if requested)
- Billing or administrative updates related to your care

3. Sharing Your Information

We respect your privacy. Your personal information, including your phone number, will not be sold, shared, or disclosed to third parties for marketing purposes. We may share your information only as required by law, or with trusted service providers who assist in our communication efforts, ensuring they adhere to our privacy standards.

4. Opt-In and Consent

By opting in to receive SMS/MMS messages from Maryland Wellness, you are giving your consent to receive messages related to the services we provide. You can choose to stop receiving messages at any time by replying "STOP" to any SMS/MMS message or contacting us directly.

5. Security of Your Information

Maryland Wellness takes the privacy and security of your personal information seriously. We use reasonable measures to protect your data from unauthorized access, disclosure, or loss.

6. Your Rights

You have the right to:

- **Opt-Out:** You can unsubscribe from receiving SMS/MMS communications by replying "STOP" to any message or contacting us directly.
- **Access:** You may request to review the personal information we have collected and make corrections if necessary.
- **Inquire:** For any concerns regarding your privacy or our use of your personal information, please contact our Privacy Officer.

7. Changes to This Privacy Policy

Maryland Wellness may update this privacy policy from time to time. We will notify you of any changes by posting the updated policy on our website and, if necessary, informing you through SMS/MMS communications.

By opting in to receive SMS/MMS messages from Maryland Wellness, you acknowledge that you have read and understood this Privacy Policy.