

SMS PRIVACY POLICY

At **Claremedica Health Partners, LLC, "Claremedica"**, we are committed to protecting your privacy and safeguarding the information that you share with us. This SMS Privacy Policy outlines how we collect, use, and protect your personal information when you opt in to receive text message (SMS) communications from us.

Purpose of SMS Communication

SMS messaging is used as a convenient communication tool to support your care and provide information, including but not limited to:

- Appointment Reminders
- Scheduling Updates
- Prescription Refill Status/Notification Reminders
- General notifications Related to Your Care or Account

Your Consent

By opting in to receive SMS messages, you are consenting to receive SMS text messages from **Claremedica Health Partners, LLC, "Claremedica"**, to the phone number you provide. By consenting to receive SMS text messages you authorize and approve receiving periodic automated messages, including but not limited to quality of care, patient satisfaction, appointment reminders, and other initiatives, by, or on behalf of, Claremedica Health Partners, LLC, "Claremedica".

Email and text messaging are not confidential methods of communication and may be unsecure and there is a risk that such email and/or text messages could be intercepted or viewed by third parties. I understand that my refusal to consent to messaging will not affect my ability to obtain services, including medical treatment, from Claremedica.

You may revoke your authorization at any time and opt out of text messages by responding to a text message with "STOP", opt out of email messages by selecting "Opt Out" located at the bottom of any email received from Claremedica, or by notifying Claremedica in writing at ecw@claremedica.com. Message and data rates may apply. Claremedica's privacy policy is available at <https://www.claremedica.com>. Claremedica's SMS Terms and Conditions are available at <https://www.claremedica.com>.

Your information will be handled in accordance with this policy. If you need assistance, for support/help instructions, text "HELP" or email ecw@claremedica.com. Message and data rates may apply.

Information We May Collect

Data obtained from you in connection with this SMS service may include your mobile phone number, your carrier's name, and the date, time, and content of your messages and other information that you may provide. We may use this information to contact you and provide information about healthcare services, transportation, patient safety, or surveys about how we could improve our offerings.

Examples of information collected when you engage with our SMS services include but are not limited to:



- Your mobile phone number
- Opt-in/opt-out status
- Message History (for recordkeeping)
- Any responses you send to our messages

Message Frequency

The frequency of SMS messages that you receive may vary depending on your scheduled appointments, the services you receive, and your individualized care plan.

Examples of messages you will receive include but are not limited to:

- Appointment reminders
- Follow-up care notifications or service-related alerts
- Participation reminders for health programs or wellness activities

Message & Data Rates

Message and data rates may apply based on your individual mobile service plan. For information regarding potential charges, please contact your wireless service provider. Any fees incurred from SMS communications are the sole responsibility of the mobile subscriber and will be billed directly by your carrier; Claremedica Health Partners, LLC, "Claremedica", assumes no liability for these charges.

Data Security

While we take reasonable precautions to safeguard the information we collect, **SMS messages are not encrypted** and may carry a risk of unauthorized access.

Opting Out

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Policy Updates

We may update this policy periodically. The most recent version of this policy will always be available at: www.claremedica.com.

This notice describes how medical information about you may be used and disclosed, and how you can gain