

## **Privacy Policy**

**Effective Date: 12/01/2024**

**Updated: 10/14/2025**

Inspire Mental Health Services, LLC (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and share information when you opt in to receive SMS messages from us.

### **Information We Collect**

When you opt in to receive SMS messages, we may collect: Your phone number; Consent to send SMS messages; Any preferences you share regarding the types of messages you’d like to receive. We do not knowingly collect information from children under the age of 13 without parental consent.

### **How We Use Your Information**

We use your information to: Send you SMS messages you’ve opted in to receive; Provide appointment reminders, updates, promotions, or other relevant content; Maintain compliance with federal and state communication laws. By opting in, you confirm that you are the owner or authorized user of the phone number provided and that you are at least 18 years old.

### **Message Details**

Message frequency may vary. Message and data rates may apply. Text STOP to cancel.

### **Sharing Your Information**

We do not sell or share your phone number with third parties for marketing purposes. We may share information only when required by law, regulation, or court order.

### **Data Security & Retention**

We implement reasonable security measures to protect your personal information from unauthorized access or disclosure. We may retain your phone number and consent record for compliance purposes, even after you opt out.

### **Health Information**

SMS is not a secure communication method. Please do not send protected health information (PHI) via SMS. We do not send confidential medical details through text messages.

### **Your Rights**

You may opt out at any time by replying STOP to any message. You may also contact us to request updates, corrections, or deletion of your information.

**Changes to This Policy** We may update this Privacy Policy from time to time. The Effective Date above will be updated when changes are made.

### **Contact Us**

If you have questions or concerns about our privacy practices, contact us at: 561-677-4353 | [info@inspirementalhealthservices.org](mailto:info@inspirementalhealthservices.org)

**Terms & Conditions Effective Date: 12/01/2024**

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**1. Program Description**

By providing your mobile number and opting in, you confirm that you are the owner or authorized user of the phone number provided and that you are at least 18 years old. You consent to receive automated and non-automated text messages from Inspire Mental Health Services, LLC. These may include appointment reminders, program updates, and wellness-related communications. Consent to receive SMS messages is not a condition of purchase.

**2. Message Frequency & Charges**

Message frequency may vary. Message and data rates may apply depending on your mobile plan. Text STOP to cancel.

**3. No Medical Advice**

Messages are for informational purposes only and are not a substitute for professional medical advice, diagnosis, or treatment. If you are experiencing a medical or mental health emergency, call 911 immediately.

**4. Security of Communication**

SMS is not a secure method of communication. Please do not share confidential or protected health information (PHI) by text message.

**5. Limitation of Liability**

We are not responsible for: Delays or failures in message delivery; Messages that are lost or misdirected due to carrier or technical issues; Any damages resulting from reliance on SMS communications.

**6. Governing Law**

These Terms are governed by the laws of the State of Florida. Any disputes shall be resolved in the state or federal courts located in Palm Beach County, Florida.

**7. Changes to Terms**

We may update these Terms at any time. Continued participation in our SMS program after changes are posted constitutes acceptance of the revised Terms.

**8. Contact Us**

For questions about these Terms, contact us at: 561-677-4353 | [info@inspirementalhealthservices.org](mailto:info@inspirementalhealthservices.org)