

SMS Subscription Terms of Service for Dental Care SF

Effective Date 1/1/2025

At Dental Care SF, we prioritize your privacy and are committed to protecting your personal information. This policy explains how we collect, use, and safeguard your data when communicating with you through SMS. By opting in to our SMS service, you accept the terms outlined below.

Your Consent

You will be given a physical form to provide your explicit SMS opt-in consent. When you provide us your consent for SMS communications, you consent to receive SMS messages from Dental Care SF. These messages may include information about:

- Dental appointments.
- Treatment reminders and follow-ups.
- Practice updates or relevant notifications.
- Special offers directly related to your dental treatment and our dental services.

By opting in, you authorize Dental Care SF to communicate with you via SMS for these purposes. You may opt out of receiving SMS messages at any time by texting "STOP" to the number from which you received the message. After opting out, you will no longer receive further SMS communications.

Phone numbers collected with SMS consent, will not be sold, rented, or shared with third parties or affiliates for marketing purposes under any circumstances.

Type of Information Collected

When you engage with us through SMS, we may collect the following information:

- Your phone number
- Appointment details (e.g., date, time)
- Medical and treatment-related information (as necessary for appointment scheduling and reminders)
- Your preferences for receiving notifications

Types of Messages

Messages you may receive include:

- Appointment reminders: notifications reminding you of upcoming scheduled appointments as well as rescheduled or canceled appointments.
- Overdue Appointment Reminders: messages prompting you to schedule or reschedule your appointment if you have missed or not yet booked an appointment.
- Treatment updates: Information regarding your dental care, procedures, and aftercare.
- Practice announcements: Alerts about changes in office hours, new services, or policy updates.
- Responses to Outreach: replies to your inquiries or communications sent by you to our office.
- Special offers: Discounts or special deals directly related to your dental treatment and our dental services.

Message Frequency

The number of messages you receive may vary depending on your engagement with our services. You may receive multiple messages per week or less frequently based on your appointments.

These messages will typically be sent as follows:

- Appointment Reminders: sent a few days prior to your scheduled dental appointment.
- Overdue Appointment Reminders: sent if you have missed or need to schedule your dental appointment.
- Response to Outreach: sent as needed based on your communication with our office.
- Review Requests: Sent after your appointment or service is completed.
- Promotional offers and special deals on dental services: sent occasionally, approximately two per year.
- Other notifications: sent as needed, for example practice closure due to inclement weather or modified holiday hours.

Opting Out of SMS

You can opt out of receiving SMS messages at any time.

Reply "STOP" to any SMS from us.

Once opted out, you won't receive further communications unless you opt-in again by providing your consent.

Note: Opting out of promotional messages does not block critical updates about your appointments or dental treatments.

Help and Support

For assistance with SMS services:

- Reply "HELP" to any SMS.

Contact us at:

- Phone: (415) 564-8330
- Email: contact@dentalsf.com

Message and Data Rates

Message and data rates may apply to the text messages you receive. Please check with your mobile carrier for details on your plan's rates. Dental Care SF is not responsible for charges from your carrier related to SMS services.

Privacy and Security

We take your privacy seriously. All personal information collected through SMS is securely stored in compliance with our Privacy Policy.

We will not share your phone number or personal data with third parties unless required by law or with your explicit consent. Your phone numbers will never be sold, rented, or shared with third parties or affiliates for marketing purposes under any circumstances.

Delivery of Messages

While we aim to deliver all messages promptly, we cannot guarantee successful delivery due to factors like:

- Network issues.
- Device compatibility or settings.
- Technical limitations.
- We are not liable for missed or undelivered messages.

Updates to This Policy

We reserve the right to update this SMS Privacy Policy. Any changes will be reflected in the latest version, which can be accessed on our website.

Compliance with Laws

Dental Care SF complies with all applicable laws and regulations related to SMS communication, including but not limited to the Telephone Consumer Protection Act (TCPA) and the Health Insurance Portability and Accountability Act (HIPAA) where applicable, ensuring that your personal and health-related information is protected.

Contact Information

For questions or concerns about this policy or our SMS services, contact us:

- Phone: (415) 564-8330
- Email: contact@dentalsf.com

Thank you for choosing Dental Care SF. We're dedicated to ensuring a smooth and secure communication experience!