



## **Privacy Policy**

Effective Date: 01/01/2025

Senior Care Systems, PA/Health Partners NC (“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 collect:

- Your phone number
- Consent to send SMS messages

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

We use your information to:

- Send you the SMS messages you’ve opted in to receive
- Provide updates, promotions, or other relevant content based on your preferences

### **Sharing Your Information**

We do not share your phone number or SMS opt-in information with third parties for marketing purposes.

### **Your Rights**

You can opt out of receiving SMS messages at any time by replying with “STOP” to any message we send you.

### **Data Security**

We implement reasonable measures to protect your personal information from unauthorized access or disclosure.

### **Contact Us**

If you have questions or concerns about our privacy practices, contact us at 910-686-1099.



## **Terms and Conditions (Terms of Service)**

Effective Date: 01/01/2025

By opting in to receive SMS messages from Senior Care Systems, PA/Health Partners NC (“we,” “us,” “our”), you agree to the following terms:

### **1. SMS Messaging Service**

By providing my phone number, I consent to receive SMS text messages from Senior Care Systems, PA/Health Partners NC for appointment reminders, marketing messages, and general two-way communication. Msg frequency varies. Msg&data rates may apply. Reply HELP for support. Reply STOP to opt out.

### **2. Message Frequency**

You will receive up to 4 messages per visit for reminders and follow-ups. You may also receive up to 2 additional messages per month with general office information.

### **3. Message and Data Rates**

Message and data rates may apply based on your mobile carrier’s terms.

### **4. Privacy Policy**

Your information will be handled in accordance with our Privacy Policy, which can be viewed at [www.HealthPartnersNC.com/patient-forms/](http://www.HealthPartnersNC.com/patient-forms/).

### **5. Opt-Out Instructions**

You can opt out at any time by replying “STOP” to any SMS message. Reply HELP for support. You may also contact us directly at 910-686-1099.

### **6. Liability**

We are not responsible for any charges, errors, or delays in SMS delivery caused by your carrier or third-party service providers.

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.