

SMS Messaging Privacy Policy

Effective Date: 05/22/2025

Premier Speech and Swallowing Solutions, LLC (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This SMS Messaging Privacy Policy explains how we collect, use, and protect information when you opt in to receive text messages from us.

Information We Collect

When you opt in to receive SMS messages from Premier Speech and Swallowing Solutions, we may collect the following information:

- Your mobile phone number
- Consent to send SMS/text messages
- Your name and basic contact details
- Your email address (if provided)
- SMS messaging history (i.e., date/time of texts, content sent/received)
- Communication preferences
- Any information you voluntarily provide via SMS

How We Collect Your Information

We collect this information directly from you when you:

- Complete a new client intake form
- Sign up through our website or digital intake platform
- Contact us by phone, email, or text
- Opt in through a keyword (e.g., TEXT “START” to our number)

How We Use Your Information

We use the information collected to:

- Deliver appointment reminders, intake instructions, and health-related updates
- Send billing or insurance-related notices
- Share practice updates such as schedule changes, closures, or new services
- Respond to inquiries, reschedule requests, or general questions
- Improve the quality of our communication and patient engagement

We do not use your information for unsolicited marketing purposes.

Data Sharing and Transfers

Your data will not be transferred to external organizations. We do not share, sell, or disclose your personal information to any third parties under any circumstances.

All data collected is used solely for the purposes described within this policy and is retained securely within our organization.

Your Choices and Controls

You may opt out of receiving SMS messages at any time by replying STOP to any of our messages. To get help or support, reply HELP or contact us directly.

By opting out, you understand that you may miss important appointment updates and care-related information.

Disclosure of Your Information

We are committed to protecting your privacy. Your data will not be transferred to external organizations, including third-party service providers, under any circumstances. We do not share, sell, or disclose your personal information to any outside parties.

Protection of Information

We implement appropriate administrative, technical, and physical safeguards to protect your information from unauthorized access, use, or disclosure. SMS data is transmitted through secure systems and is stored in compliance with HIPAA where applicable.

Policy Updates

This policy may be revised periodically. If any material changes are made, we will notify you via text or update the information on our website. Please review this policy regularly to stay informed.

How to Contact Us

For support, you may text HELP to 281-717-4308.

You can also reach us directly at:

Email: intake@premierspeechtx.com

Phone: 281-717-4308

Fax: 877-886-0898