



Jessica Holzer, LMFT #91154  
www.connectedcarefamilytherapy.com

## **Texting Terms and Conditions**

**Effective Date: March 1, 2025**

By opting in to receive SMS messages from Company ("we," "us," "our"), you agree to these Terms and Conditions (Terms).

### **SMS Messaging Service**

By providing my phone number, I consent to receive SMS text messages from Company for appointment reminders, marketing messages, and general two-way communication about your relationship with Company. Message and Data Rates may apply.

### **Message Frequency**

You will get more than one message from us unless you opt-out, and while messaging frequency varies, you will likely receive messages pertaining to your account with us as you request, or up to 4 messages per month. Company reserves the right to alter the frequency of messages at any time to increase or decrease the total number of messages. Company and carriers are not liable for delays or undelivered messages.

### **Message and Data Rates**

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

### **Privacy Policy**

Your information will be handled in accordance with our Privacy Policy which you can find on our website

### **Cancellation/Opt-Out Instructions**

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you. After you opt out of text messaging, you will receive one additional message confirming your request has been processed.

### **Help/Customer Support**

Text the word HELP for support. You may also contact us directly at the number listed on our website for our main office.

### **Liability**

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

**Note:** Certain businesses, such as healthcare providers, may include additional terms, including the risks of sending and receiving health information subject to HIPAA via text message, the rules about sending text messages to the provider's office, and what to do if the subscriber is experiencing a medical emergency.



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## **Privacy Policy**

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Connected Care Family Counseling (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how [Connected Care Family Counseling collects and uses information about you 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
- Your email address
- Your basic contact information

### **How We Collect Your Information**

We may collect your information directly from you, such as when you complete a form or contact us; automatically, such as when you interact with our website; or from others, such as when we receive information about you from third parties.

### **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
- To operate our business

### **Disclosures of Your Information**

We may disclose your information to our affiliated companies; to third party service providers, business advisors, or consultants who provide services to us; in connection with a merger, acquisition, reorganization, restructuring, financing transaction, or sale of assets; as required by law or administrative order; to assert claims or rights or to defend against claims; and [other disclosures you make]

### **Protection of Information**

We take steps to protect your information against unauthorized use or disclosure.

### **Updates**

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website before the change becomes effective. We encourage you to periodically review this page for the latest information about our privacy practices.

### **How to Contact Us**

You can reach us by texting the word HELP for support to 858-284-4210 You may also contact us directly at [jessica@connectedcarefamilycounseling.com](mailto:jessica@connectedcarefamilycounseling.com)