



Empowerment Therapy Services of Maryland, LLC
3655A Old Court RD, Suites 1 - 6
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Baltimore, MD 21208
410-630-9064

Client SMS Privacy Notice

We value your privacy and are committed to protecting your personal information. This Messaging Privacy Policy explains how The Naomi Center collects, uses, and protects your data when you opt-in to receive our SMS messages. All SMS communications are compliant with the Health Insurance Portability and Accountability Act (HIPAA), which protects your health information from unauthorized use or disclosure.

By providing us with your mobile number, you are opting in to receive text messages from us, you also agree to our Privacy Policies and Terms & Conditions.

Collection of Information

We only collect information you directly provide when using the Text Messaging Service. For example, we may collect the phone number you use, or any other information you voluntarily provide in SMS messages.

Use of Information & Data Sharing

We will never disclose any personal information such as phone numbers and SMS consent with any third parties or affiliates. We may respond to your inquiries and provide client support, as well as send alerts such as appointment reminders, or updates to our services and offerings.

Protection of Information

We implement a variety of physical, technical, administrative, and organizational security measures based on the sensitivity of the information we collect to protect and maintain the safety of your personal information against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access. Your data is stored in secure environments and is accessible only by authorized personnel.

Retention of Information

We retain your information for as long as you participate in the Text Messaging Service, or as needed to comply with applicable legal obligations. We will also retain and use your information as necessary to resolve disputes, protect us and our clients, and enforce our agreements.

Choices and Controls

By providing your phone number, you consent to receive SMS messages from us. Consent to

receive text messages is not a condition of participating in our services. You can opt-out of receiving further text messages at any time via the Text Messaging Service by responding to any of our text messages with any of the following replies: “STOP”, or “OPTOUT”. You may also contact our office to be removed from our SMS messaging service.

Compliance with Laws

We comply with all applicable privacy laws and regulations, including the General Data Protection Regulation (GDPR) and the Health Insurance Portability and Accountability Act (HIPAA).

Changes to This Policy

We may update this SMS Privacy Policy at any time. Any changes will be posted on our website, and we will notify you via SMS if significant changes are made.

Client Care

If you are experiencing any problems with the Messaging Service, or if you have any questions about this Text Messaging Privacy Policy, please don't hesitate to get in touch with us at: info@thenaomicenter.org, or by calling us at 410.630.9064

SMS Terms & Conditions

SMS Consent Communication

Information obtained as part of the SMS consent process will never be disclosed to any third parties or affiliates.

Types of SMS Communications

If you have consented to receive text messages from Empowerment Therapy Services of Maryland, you may receive messages including, but not limited to, the following:

- Appointment Reminders
- Response to your inquiries and/or Providing Client Support
- Prescription Notifications
- Office Closures and alerts
- Email Follow-ups
- Updates to our services and offerings

Message Frequency

Messaging frequency may vary depending on the type of communication you require, such as automated appointment reminders and client support inquiries.

Potential Fees for SMS Messaging

We do not charge you for the messages you send and receive via this text message service, but

please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

Opt-Out Method

You can opt-out of receiving SMS messages at any time. To do so, simply reply "STOP" or "OPTOUT" to any SMS message you receive. For assistance, text "HELP", or contact us directly at info@thenaomicenter.org, or by calling us at 410.630.9064 to request removal from our messaging list. Please note that opting out will not affect other forms of communication such as emails or phone calls.

Your privacy is important to us, and we are committed to providing you with the highest level of service while respecting and protecting your personal information.

By providing your number to *Empowerment Therapy Services of Maryland* via SMS, web form or any other medium, you are agreeing to receive SMS and/or MMS messages from *Empowerment Therapy Services of Maryland*. Message frequency varies. Message and data rates may apply. See our privacy policy and terms of service at <https://www.thenaomicenter.org/privacy-policy>