

## Introduction

ConnexCare is committed to protecting your privacy online. This 10DLC Privacy Policy is in addition to and supplements all other privacy and data security obligations of “ConnexCare”, including our operations, employment and website privacy policies (collectively, our “Privacy Policy”). It describes our obligations and practices of how we collect and use customer consent and opt-ins for our texting and/or email services and programs.

This 10DLC Privacy Policy applies to SMS and MMS texts from ConnexCare.

### 1. Information We Collect

When you opt-in to receive SMS messages from us, we may collect the following types of information:

#### a. Personal Information:

Phone number

Name

Email address (if provided)

#### b. Message Data:

The content of SMS messages sent and received

Delivery status of SMS messages

Interaction data related to SMS messages

### 2. How We Use Your Information

In addition to providing the services and complying with our Privacy Policy, we use the information to confirm consent to receive text (SMS and MMS).

### 3. Sharing Your Information

We will not share, sell, or disclose your information to third parties except:

**a. Service Providers:** We may share your information with trusted third-party service providers that assist us in operating our SMS services. These parties are required to maintain the confidentiality and security of your information.

**b. Legal Requirements:** We may disclose your information if required by law or in response to a legal request, such as a subpoena, court order, or government demand.

### 4. Security of Your Information

We take reasonable measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

## 5. Your Rights and Choices

You have the right to:

**a. Opt-Out:** You can opt out of receiving SMS messages from us by replying "STOP" to any message or contacting us at [privacy@connexcare.org](mailto:privacy@connexcare.org)

**b. Access and Correction:** You can request access to or correction of your personal information by contacting us at [privacy@connexcare.org](mailto:privacy@connexcare.org)

## 6. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be effective when we post the revised policy on our website. We encourage you to review this Privacy Policy periodically.

## 7. Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at:

**ConnexCare**  
**61 Delano St. Pulaski, NY 13142**  
[privacy@connexcare.org](mailto:privacy@connexcare.org)  
**315-298-6569**

## "Term and Conditions:"

ConnexCare Terms & Conditions: SMS frequency may vary, ConnexCare will only use your mobile phone number to send you important healthcare-related updates and reminders, strictly adhering to HIPAA regulations, and will never share your personal information without your explicit consent, ensuring your privacy is protected when communicating via text message. "If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at: ConnexCare 61 Delano St. Pulaski, NY 13142 [privacy@connexcare.org](mailto:privacy@connexcare.org) or call us at 315-298-6569. You can opt out of receiving SMS messages from us by replying "STOP" to any message or contacting us at [privacy@connexcare.org](mailto:privacy@connexcare.org), Message and Data rates may apply.