

## Privacy Statement

Family Life Counseling respects your privacy and is committed to protecting your personal information. This Texting Privacy Policy explains how we collect, use, and safeguard your information when you communicate with us via our 10DLC messaging program.

When you opt in to receive SMS or MMS messages from us, we may collect:

- Your mobile phone number.
- Your name or contact details (if provided voluntarily).
- Message content you send to us.
- Date, time, and delivery status of messages.
- Information about your interaction with our messages (such as response keywords).

We use your information to:

- Send transactional messages, such as updates about appointments, notifications regarding the availability of your prescribed medicine, and responses to your inquiries.
- Respond to customer service requests.
- Manage and improve our texting program.
- Comply with applicable laws and carrier requirements.

We will never sell, rent, or share your mobile number or message data with third parties for their own marketing purposes.

By providing your mobile number and explicitly opting in you agree to receive SMS/MMS messages from Family Life Counseling using a 10DLC phone number.

We retain text message information only as long as necessary for business, legal, or regulatory purposes. We use reasonable administrative and technical measures to safeguard your data from unauthorized access, disclosure, or misuse.