

Text Messaging (SMS) Privacy Policy and Terms & Conditions

Privacy Policy

At Sound Endodontics, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect your data when we communicate with you via text messaging. By providing us with your mobile phone number and agreeing to receive SMS communications, you consent to the practices outlined below.

Information We May Collect

- Your phone number
- Medical and treatment-related information
- Your preferences for receiving notifications

How We Use Your Information

We use your phone number to send you text messages for purposes including:

- Appointment confirmations and reminders
- Updates about your dental care or treatment plans
- Responses to inquiries or requests you send via text

Opt-In Methods

You may opt in to receive text messages by providing your phone number on a consent form during a visit to our office or agreeing verbally or digitally during appointment scheduling.

Opt-Out Methods

You have the right to opt out of receiving text messages from Sound Endodontics at any time. To stop receiving text messages, simply reply with "STOP" to any of our messages. If you wish to modify your communication preferences, reply with "HELP" or contact us directly at info@soundendo.com or 203-516-2223.

How We Protect Your Information

As a dental practice, we adhere to the Health Insurance Portability and Accountability Act (HIPAA) to protect your personal health information. All personal information shared via SMS is stored securely and only accessible to authorized staff members. No opt-in message consent will be shared with third parties or affiliates for marketing purposes.

Changes to This Policy

We may update this Text Messaging (SMS) Privacy Policy periodically. The latest version will be posted on our website at www.soundendoct.com or available upon request at our office. The current policy is effective as of May 2026.

Contact Us

We ask that you please contact our dental office as soon as possible if you receive a new telephone number. If you have questions about this policy or how we handle your data, please reach out to our Office Manager:

Name: John Wachen Telephone: 203-516-2223. Email: john@soundendo.com

Terms and Conditions

By opting in to receive SMS communications from Sound Endodontics ("we", "us", "our"), you agree to the following terms and conditions governing the use of our SMS service. Please read these terms carefully before consenting to receive text messages from us.

Consent to Receive SMS Communications

By providing your mobile phone number to Sound Endodontics, you consent to receive SMS communications regarding your dental appointments, updates about your treatment, and other relevant information about your dental care. You agree to receive text messages sent by or on behalf of Sound Endodontics for these purposes. No mobile opt-in message consent will be shared with third parties or affiliates for marketing purposes.

Types of Messages

You may receive various types of messages, including:

- Appointment reminders: Notifications about upcoming appointments, cancellations, or changes.
- Treatment updates: Messages related to your dental care, procedures, or follow-up instructions.
- General practice notifications: Announcements about office hours, new services, or policies.

Message Frequency

The frequency of SMS messages may vary depending on your interaction with Sound Endodontics. You may receive multiple messages per week or less frequently based on your appointments or engagement with our services.

Opting Out

You can opt-out of receiving SMS messages at any time by replying "STOP" to any SMS message from us. Alternatively, you can contact us directly to request removal from our messaging list. After opting out, you will no longer receive SMS communications unless you opt-in again by providing your phone number and consent.

Help and Support

If you have questions or need assistance with our SMS service, you can reply with "HELP" to any SMS message or contact us at info@soundendo.com or 203-516-2223.

Message and Data Rates

Standard message and data rates from your mobile carrier may apply to the receipt of SMS messages. Sound Endodontics is not responsible for any charges or fees incurred by you from your mobile carrier in relation to receiving SMS communications.

Privacy and Security

We are committed to protecting your privacy. Any personal information collected through SMS communications is stored securely in accordance with our Text Messaging (SMS) Privacy Policy. We will not share your phone number or other personal details with third parties except as required by law or with your explicit consent.

No Guarantee of Delivery

While we strive to ensure the delivery of all SMS messages, we cannot guarantee that messages will be delivered to your device due to factors such as network issues, device settings, or other technical limitations. We are not liable for any missed or undelivered messages.

Changes to Terms

Sound Endodontics reserves the right to modify these Terms and Conditions at any time. We will post the date our Terms and Conditions were last updated at the top of this notice.

Compliance with Laws

Sound Endodontics complies with all applicable laws and regulations related to SMS communication, including but not limited to the Telephone Consumer Protection Act (TCPA) and the Health Insurance Portability and Accountability Act (HIPAA) where applicable, ensuring that your personal and health-related information is protected.

Contact Information

If you have any questions or concerns regarding these Terms and Conditions or our SMS services, please contact us at info@soundendo.com or 203-516-2223.