

SMS Terms of use & Privacy Policy

Resolution Bay Counseling Center, PLLC TEXT MESSAGING TERMS OF USE

By "Opting In" to or using a "Text Message Service" (as defined below) from Resolution Bay Counseling Center, PLLC, you accept these Terms & Conditions. [IF APPLICABLE: THIS AGREEMENT IS SUBJECT TO BINDING ARBITRATION AND A WAIVER OF CLASS ACTION RIGHTS AS DETAILED BELOW.]

This agreement is between you and **Resolution Bay Counseling Center, PLLC** or one of its affiliates. All references to "**Resolution Bay Counseling Center, PLLC**," "we," "our," or "us" refer to **Resolution Bay Counseling Center, PLLC, Plano TX**.

DEFINITIONS

"Opting In," "Opt In," and "Opt-In" refer to requesting, joining, agreeing to, enrolling in, signing up for, acknowledging, responding to, or otherwise consenting to receive one or more text messages.

"Text Message Service" includes any arrangement or situation in which we send one or more messages addressed to your mobile phone number, including text messages (such as SMS, MMS, or successor protocols or technologies).

CONSENTING TO TEXT MESSAGING

By consenting to receive text messages from us, you agreed to these Text Messaging Terms and Conditions, as well as our [[LINK TO GENERAL T&Cs](#)] and [[LINK TO PRIVACY POLICY](#)], incorporated herein by reference.

E-SIGN DISCLOSURE

By agreeing to receive text messages, you also consent to the use of an electronic record to document your agreement. You may withdraw your consent to the use of the electronic record by replying STOP.

Resolution Bay Counseling Center, PLLC TEXT MESSAGE SERVICE PRIVACY POLICY

Resolution Bay Counseling Center, PLLC understands the importance of protecting your privacy and the confidentiality of your health information. Text messaging may be used to communicate regarding appointment scheduling, appointment reminders, intake documentation, and other administrative matters related to services.

While we take reasonable precautions to protect your information, text messaging is not always a secure or encrypted form of communication. Clients should avoid sending highly sensitive or urgent clinical information via text message.

Information obtained through our text messaging service may include your phone number, message content, and communication preferences. This information may be shared with service providers, telecommunications carriers, and vendors solely as necessary to deliver text messaging services.

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent information will not be shared with any third parties except as necessary to provide messaging services or as otherwise required by law.

Resolution Bay Counseling Center, PLLC maintains separate privacy practices governing Protected Health Information ("PHI") under the Health Insurance Portability and Accountability Act (HIPAA). Clients should refer to our Notice of Privacy Practices for information regarding how medical and counseling information may be used and disclosed and for a description of their rights under HIPAA.

COSTS OF TEXT MESSAGES

We do not charge you for the messages you send and receive via this text message service. But message and data rates may apply, so depending on your plan with your wireless or other applicable provider, you may be charged by your carrier or other applicable provider.

FREQUENCY OF TEXT MESSAGES

For recurring message programs, message frequency may vary depending on your appointment schedule, administrative needs, and interactions with Resolution Bay Counseling Center, PLLC.

This Text Messaging Service is for conversational person-to-person communication between you and our employees. We may send you an initial message providing details about the service. After that, the number of text messages you receive will vary depending on how you use our services and whether you take steps to generate more text messages from us (such as by sending a HELP request).

OPTING OUT OF TEXT MESSAGES

If you no longer want to receive text messages, you may reply to any text message with STOP, QUIT, END, REVOKE, OPT OUT, CANCEL, or UNSUBSCRIBE. As a person-to-person communication service, opt-out requests are specific to each conversation between you and one of our employees and their associated phone number. After unsubscribing, we may send you confirmation of your opt-out via text message.

CONTACT US

For support, contact help@resolutionbaycounseling.com or call 214-432-7701.