

## **Terms and Conditions**

Effective Date: 03/12/2025

By opting in to receive SMS messages from Mindful Neuron Center, PC ("we," "us," "our"), you agree to these Terms and Conditions ("Terms"). These Terms are designed to ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA), the California Consumer Privacy Act (CCPA), and other applicable laws.

### **SMS Messaging Service**

By providing your phone number, you consent to receive SMS text messages from Mindful Neuron Center, PC for:

- General Information about services
- Appointment reminders
- Mental health support notifications and service updates
- General communication related to your care

Important: While we take precautions to protect your information, SMS messages are not a fully secure method of communication. There is a risk that your messages could be accessed by unauthorized parties. By opting in, you acknowledge this risk and agree to receive SMS communications.

### **Message Frequency**

You may receive multiple messages per month based on your engagement with our services. While we strive to limit unnecessary messages, Mindful Neuron Center, PC reserves the right to adjust the frequency of messages as needed. Your carrier or third-party providers may impact delivery times, and we are not liable for delays or undelivered messages.

### **Message and Data Rates**

Message and data rates may apply depending on your mobile carrier's terms. You are responsible for any fees associated with receiving text messages from us.

### **Privacy Policy**

Your information is handled in accordance with our Privacy Policy. We do not sell your personal or health-related information, and we implement safeguards to protect your privacy.

### **Cancellation/Opt-Out Instructions**

You may opt out of receiving SMS messages at any time by replying STOP to any message. After opting out, you will receive one final confirmation message. Opting out of SMS messages does not affect your ability to receive essential healthcare communications through other means.

**Help/Customer Support**

For assistance, text HELP or contact us at:

Phone: (323) 638-7660

Email: [mindfulneuronpsychcenter@gmail.com](mailto:mindfulneuronpsychcenter@gmail.com)

Mailing Address: 41690 Ivy St. Suite B, Murrieta, CA 92562

**Liability and Disclaimers**

SMS messages should not be used for urgent or emergency medical situations. If you are experiencing a medical or mental health emergency, call 911 or seek immediate medical attention.

We are not responsible for errors, delays, or undelivered messages caused by mobile carriers or third-party service providers.

By opting in, you acknowledge that SMS messages may not be a fully secure form of communication and accept any associated risks.

Your trust and privacy are important to us. Thank you for allowing us to support your mental health journey.