

Novo Psychotherapy, LLC

1225 Johnson Ferry Rd., Suite 170, Marietta, GA 30068

#770-847-0358

Privacy Policy for SMS Messaging

Novo Psychotherapy, LLC is committed to maintaining the privacy and confidentiality of your personal information. This Privacy Policy outlines how we handle your data and communications, specifically concerning SMS (Short Message Service) messaging, in the context of our therapeutic services. By consenting to receive SMS messages from us, you agree to the terms outlined in this policy.

1. Information We Collect: We may collect the following information from you when communicating via SMS:

- Your name and contact details (e.g., phone number)
- Information related to your therapy sessions (e.g., appointment reminders, updates,)
- Any other information you voluntarily provide in response to SMS communications

2. Purpose of SMS Messaging: We may use SMS messaging for the following purposes:

- Appointment reminders and confirmations
- Session updates or cancellations
- Therapeutic reminders or relevant information
- Emergency updates (if applicable)
- Communication about billing or administrative matters

3. Consent to SMS Messaging: By providing your phone number, you consent to receive SMS messages from us related to the purposes described above. You understand that these messages may be automated or sent manually, and they may be related to your care or other important administrative functions related to your therapeutic practice.

4. Confidentiality and Security: We make every reasonable effort to protect the confidentiality of your communications through SMS. However, please be aware that SMS is not considered a completely secure form of communication, and while we strive to protect your privacy, we cannot guarantee the absolute security of your information. We recommend that sensitive or highly confidential information not be shared via SMS.

5. Opt-Out of SMS Communications: You may opt out of receiving SMS messages at any time. To do so, reply to any SMS message with "STOP," or contact us directly at info@novopsychotherapy.com or you can edit your patient portal on

www.Therapyappointment.com. Once we receive your request to opt out, we will stop sending you SMS communications, except in cases where communication is necessary for emergency or legal purposes.

6. Data Retention: We retain your SMS communication records for the duration necessary to fulfill the purposes outlined in this policy or as required by law. Your data may be retained in our systems for reference and documentation purposes related to your therapy sessions.

7. Third-Party Services: We may use third-party services to send SMS messages (e.g., SMS service providers). These third parties are bound by confidentiality agreements and are prohibited from using your information for any other purpose than sending communications on our behalf.

8. Changes to This Policy: We reserve the right to update this Privacy Policy at any time. If there are material changes to the way we handle your SMS communications, we will notify you via SMS or other appropriate means.

9. Contact Information: If you have any questions or concerns about this Privacy Policy or how we handle your SMS communications, please contact us at:

Novo Psychotherapy
1225 Johnson Ferry Rd, Suite 170, Marietta, GA 30068
info@novopsychotherapy.com
#770-847-0358

By agreeing to receive SMS messages from Novo Psychotherapy, you acknowledge that you have read, understood, and agree to the terms of this Privacy Policy.

Signature

Date

This Privacy Policy aims to ensure your rights and the security of your information when communicating via SMS within the context of therapeutic care.