

Terms of Use

Mindwaves Mental Health is committed to protecting your privacy. This SMS Messaging Privacy Policy (“Policy”) governs how we collect and use information about you in relation to Mindwaves Mental Health messaging service which we make available to you through a third-party service provider.

By using the Messaging Service, you agree to the terms of this Policy. Mindwaves Mental Health reserves the right, in our sole discretion, to modify or change this Policy at any time with or without prior notice to you. The date of the last update will be posted at the top of this Policy for your convenience. This Policy, and any changes, are effective as soon as posted and supersede any prior Policies. Your continued use of the Messaging Service following the posting of any changes to the Policy constitutes your full acceptance of those changes.

Collection of Information

Through your use of the Messaging Service, we will receive Personal Information through our third-party service provider. “Personal Information” is information that individually identifies you, such as your mobile phone number you provided when signing up for the Messaging Service, any user or screen name that you select in connection with the Messaging Service, any comments or feedback regarding the Messaging Service that you send to us, or any other information that you choose to include in messages you send through the Messaging Service. When you send messages via the Messaging Service, we will also collect your messaging history and any information included in those messages.

We may also collect Personal Information about you using cookies or similar technologies. Cookies are pieces of information that are stored by your browser on the hard drive or memory of your device. Cookies enable personalization of your experience on the Messaging Service (e.g., sending you personalized text messages such as reminders).

We will also collect your contact information if you contact us with questions about the Messaging Service or for any questions regarding our practice.

Use of Information

We use Personal Information to deliver, analyze, maintain and support the Messaging Service. We may also use Personal Information to enhance the Messaging Service features and customize and personalize your experiences on the Messaging Service.

Sharing of Information

SMS opt-in information and phone numbers collected specifically for SMS purposes are NOT shared with third parties.

SMS For Consent Communication

The information obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

Types of SMS Communications

If you have consented to receive text messages from Mindwaves Mental Health, you may receive text messages related to appointment reminders, follow-up on cases.

Message Frequency

Our SMS message frequency will be from 50 to 250 text messages daily across all users.

Potential Fees for SMS Messaging:

Many carriers charge a fee for each message sent or received. This can vary depending on the carrier's pricing structure and whether the message is sent domestically or internationally.

Opt-In Method: Customer will Opt-In for SMS messaging from Mindwaves Mental Health through intakes forms on their website located at <https://www.mymindwaves.com/new-patients>, this agreement for SMS will not be shared with third parties for marketing purposes.

Opt-out: Customer will be able to opt out of SMS messaging from Mindwaves Mental Health by replying STOP at any time to any received SMS message, once opted-out they will receive no further SMS communication. They can Opt back In at any time by replying START

Standard Messaging Disclosures:

Message and data rates may apply.

Message Frequency May Vary

You can opt out at any time by texting 'STOP.'

For assistance, text 'HELP' or visit our [Privacy Policy](#)

Protection of Information

Mindwaves Mental Health takes a variety of physical, technical, administrative, and organizational security measures based on the sensitivity of the information we collect to protect your Personal Information against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access. Unfortunately, no online activity can be guaranteed to be 100% secure. You should note that in using the Messaging Service, your information will travel through third-party infrastructures which are not under our control (such as a third-party provider's SMS delivery platform or your carrier network). While we strive to protect your information against unauthorized use or disclosure, we cannot ensure or warrant the security of any information you provide. By using the Messaging Service, you agree that Mindwaves Mental Health is not liable for any unintentional disclosure.

Children and Intended Audience

The Messaging Service is not intended for anyone under 18, and Mindwaves Mental Health does not knowingly collect information from anyone under 18.

Anyone under 18 years of age should not submit any Personal Information without the permission of their parents or guardians. By using the Messaging Service, you are representing that you are at least 18 years of age or have received permission from your parent/guardian.

Mindwaves Mental Health requires that users of the Messaging Service be limited to US residents only.

Retention of Information

We retain your Personal Information for as long as you participate in the Messaging Service or as needed to comply with applicable legal obligations. We will also retain and use your Personal Information as necessary to resolve disputes, protect us and our customers, and enforce our agreements.

Choices and Controls



Mindwaves

Consent to receive automated marketing text messages is not a condition of any purchase. You can opt-out of receiving further commercial text messages via the Messaging Service by responding to any of our text messages with the reply: STOP

Customer Care

If you are experiencing any problems with the Messaging Service, please reach us at 470-826-2233.

Main Privacy Policy and Terms of Use

By signing up to receive text messages from Mindwaves Mental Health, you also agree to our main [Privacy Policy](#) and [Terms of Use](#), and [TCPA consent](#).