

SMS Privacy Policy

Effective Date: July 3, 2026

Last Updated: July 3, 2026

Mosaic Dental Wellness ("we," "our," or "us") values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect information when you participate in our SMS (text messaging) program.

1. Information We Collect

When you opt in to receive text messages from our office, we may collect:

- Your name
- Mobile phone number
- Appointment information
- Message history between you and our office
- Communication preferences

We may also collect technical information such as message delivery status and carrier information to improve our messaging service.

2. How We Use Your Information

We use your information to confirm and remind you about dental appointments, respond to questions, send office notifications and scheduling updates, provide customer service, improve communication services, and comply with applicable legal requirements.

3. Types of Messages

If you opt in, you may receive appointment reminders, confirmations, appointment changes or cancellations, treatment follow-up, office announcements, customer service communications, and billing or payment reminders (when applicable).

Message frequency varies based on your interaction with our office.

4. Message & Data Rates

Message and data rates may apply depending on your mobile carrier and service plan.

5. Opt-In

You may opt in by completing a website form, calling our office, requesting text communications during your visit, completing patient registration paperwork, or providing verbal consent to our staff.

Consent to receive text messages is not a condition of receiving dental treatment.

6. Opt-Out

You may opt out at any time by replying STOP. After opting out, you will no longer receive SMS messages unless you opt in again. For assistance, reply HELP or contact our office directly.

7. Information Sharing

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

Information may be shared only with trusted service providers that assist in delivering SMS messages or as required by law.

All categories above exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

8. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information. While we strive to protect your information, no electronic transmission or storage system is completely secure.

9. Data Retention

We retain SMS records only as long as necessary to provide our services, satisfy legal obligations, resolve disputes, and enforce our agreements.

10. Children's Privacy

Our SMS services are not intended for children under the age of 13, and we do not knowingly collect personal information from children through our messaging program.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated Effective Date.

12. Contact Us

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