



# Privacy Policy

Effective Date: 8/1/25

## 1. Introduction

OsteoStrong Rancho Cordova East (“we,” “us,” “our”) values your privacy and strives to protect your personal information. This Privacy Policy explains how we collect, use, share, and safeguard your information when you use our website and messaging services.

## 2. Information We Collect

- Personal Information: Name, email, phone number (including for SMS or appointment reminders).
- Technical & Usage Data: IP address, browser details, device type, browsing behavior.
- Communications: Content of messages you send us or that we send you.

## 3. How We Use Your Information

We use your data to:

- Provide requested services (e.g., free session offers)
- Send appointment or promotion-related communications
- Improve our website and offerings
- Communicate via SMS only if you've opted in
- Fulfill legal obligations

## 4. SMS Messaging & A2P Compliance

- Consent: If you provide your mobile number or opt in via form, you're consenting to receive SMS messages from us. Message/data rates may apply.
- Opt-Out: You can unsubscribe at any time by replying STOP, UNSUBSCRIBE, or similar. After opting out, you'll receive a confirmation, and no further messages will be sent.
- Help: Reply HELP or contact us at [getstrong@osteostongrc.com](mailto:getstrong@osteostongrc.com) for assistance.

- No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Information may be shared with service providers strictly for message delivery and only under data protection agreements

## **5. Sharing Your Information**

We do not sell or lease your personal data. We may share data with:

- Service Providers: (e.g., SMS platform providers, hosting services) under confidentiality contracts
- Legal Requirements: When required by law (e.g., court orders, regulations)
- Business Transactions: In the event of mergers or acquisitions, with proper notice

## **6. Data Security & Retention**

We use industry-standard security measures—such as encryption, secure servers, and access controls—to protect your data. We retain your information only as long as necessary to provide services or comply with the law and will securely delete or anonymize it afterward.

## **7. Your Rights**

You have the right to:

- Access the information we hold about you
- Correct inaccurate or incomplete data
- Request deletion (subject to legal requirements)
- To exercise any of these rights, contact us at [916-898-2142](tel:916-898-2142)

## **8. Changes to This Policy**

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised Effective Date. For significant changes, we may notify you via email or website notice.

## **9. Contact Us**

If you have questions or concerns about this policy, please contact us:

- Email: [getstrong@osteostongrc.com](mailto:getstrong@osteostongrc.com)
- Phone: [916-898-2142](tel:916-898-2142)
- Mailing Address: 3039 Kilgore Rd, Suite 160, Rancho Cordova, CA 95670