



# Infectious Diseases & Internal Medicine Associates, PC

5901 Harper Dr NE  
Albuquerque, NM 87109  
505.848.3730  
Fax 505.848.3732

## SMS/Text Messaging Privacy Policy

Last Updated: 11/7/2024

We value your privacy and are dedicated to protecting your personal data. This privacy policy outlines how we collect, use, store, and protect your personal data, and your rights concerning this data. We do not share your data with third parties for marketing or promotional purposes.

### 1. Data Sharing and Disclosure

We do not share your personal data with third parties for marketing or promotional purposes. We may share your data with third parties only in the following circumstances:

- a. Service Providers: With third-party service providers who perform functions on our behalf, such as IT service providers, data storage providers, and telecom service providers
- b. Legal Obligations: When required by law or to respond to legal processes.
- c. Protection: To protect our rights, property, and safety, or that of our customers and others.

### 2. Data We Collect

We collect various types of personal data, including:

Identity Data: First and last name.

Contact Data: phone number(s)

### 3. Methods of Data Collection

We collect personal data from:

Direct Interactions: You provide your personal data when you fill out the *SMS/Text Message Consent* form

### 4. How We Use Your Personal Data

We use your personal data for the following purposes:

SMS/Text Program: If you opt into our SMS program, we will send you messages regarding new incoming messages assigned to you in the electronic medical records software, general questions or general information. You can opt-out at any time by replying STOP to any SMS/Text.

Service Provision: To provide you with notifications or messages needed to perform your duties.

Marketing and Communications: Not Applicable



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Customer Support: To respond to inquiries and provide support.

## **5. Data Storage, Maintenance, and Protection**

We implement appropriate security measures to protect your personal data from being accidentally lost, used, or accessed in an unauthorized way, altered, or disclosed. These measures include:

Data Encryption: No data encryption needed since no personal data is saved on Ring Central.

Access Controls: Limiting access to authorized personnel only.

## **6. Your Rights You have the following rights regarding your personal data:**

Access: You can request access to Ring Central, but no personal data is stored about you.

Correction: You can request correction of any incomplete or inaccurate data we hold about you.

Erasure: You can request deletion of your personal phone number where there is no good reason for us to continue processing it.

Objection: You can object to the processing of your personal phone number where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation that makes you want to object to processing on this ground.

Restriction: You can request restriction of processing of your personal phone number.

## **7. Opt-Out Options and Mobile Information**

You have the right to opt out of receiving SMS/Text communications from us at any time by:

SMS: Replying "STOP" to any SMS message you receive from us.

Our SMS program provides notifications. By subscribing to our SMS program, you consent to receive SMS messages at the phone number provided. Message frequency may vary. We do not share your mobile information with third parties or affiliates for marketing or promotional purposes. Additionally, all the categories of personal data mentioned above exclude text messaging originator opt-in data and consent. This information will not be shared with any third parties under any circumstances. However, we may share your data with trusted service providers who assist us in operating our SMS program for the purpose of providing services on our behalf.

You have the right to access, correct, verify, or remove your personal information at any time. To manage your information, please contact us at (505) 848-3730.



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Opt-Out Option: If you wish to opt-out of receiving SMS messages, you may do so at any time by replying "STOP" to any of our messages or by contacting us directly at (505) 848-3730. Opting out will not affect your other interactions with our services.

## **8. Changes to this Privacy Policy**

We may change this Privacy Statement from time to time when necessary to reflect changes in our Services, how we use personal information, or the applicable law. If we make changes, we will revise the "Last Updated" date at the top of the statement. If we make material changes, we will provide you with notice or obtain consent regarding such changes as may be required by law.