

Seva Medical Privacy Policy

Effective Date: April 4th, 2023

Seva Medical ("we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, and disclose information when you use our services, including any SMS or MMS messages sent through our phone system.

Information We Collect

When you use our services, we may collect personal information from you, such as your name, contact information, and appointment details. We may also collect information about your interactions with our website and communications, including through SMS or MMS messages sent for appointment reminders or other informational purposes.

How We Use Your Information

We may use the information we collect for various purposes, including:

- Providing and managing our services, including appointment scheduling and reminders.
- Communicating with you about your appointments, health-related information, and other relevant updates.
- Complying with legal and regulatory requirements, including obtaining necessary consents for sending SMS or MMS messages.
- Improving our services and customer experience.

SMS/MMS Messaging

If you receive SMS or MMS messages from us, please note the following:

- We adhere to Seva Medical's guidelines for SMS/MMS messaging, including obtaining express consent from recipients before sending marketing, promotional, or informational messages.
- We do not use purchased lists or third-party generated lead lists for sending SMS or MMS messages.
- We provide clear opt-out instructions on all informational, marketing, or promotional messages.
- We do not send prohibited campaigns or content as outlined by Seva Medical's guidelines.

Opt-In and Opt-Out

Before sending SMS or MMS messages to any number, we obtain express consent from recipients. Recipients have the option to opt out of receiving further messages by following the provided instructions, such as replying with keywords like "STOP" or "UNSUBSCRIBE."

Data Security

We implement appropriate technical and organizational measures to protect the security of your personal information. However, please note that no method of transmission over the internet or electronic storage is completely secure.

Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website or through other appropriate channels.

Contact Us

If you have any questions or concerns about this Privacy Policy or our practices, please contact us at (888) 637-9669.