10DLC PRIVACY POLICY

Effective Date: 09/28/2026
Last Updated: 09/28/2026

1. Introduction

KindMind Behavioral Health ("Company," "we," "us," or "our") is committed to protecting the privacy of our customers and users of our 10DLC (10-Digit Long Code) messaging services. This Privacy Policy describes how we collect, use, disclose, and protect your information when you use our 10DLC messaging services.

2. Information We Collect
   a) Information You Provide
      i. Phone Number: When you opt-in to receive messages, we collect your phone number.
      ii. Message Content: We collect and store the content of messages sent and received through our 10DLC service.
      iii. User Preferences: Any preferences or settings related to messaging services.
   b) Automatically Collected Information
      i. Log Data: Includes IP addresses, timestamps, and message delivery details.
      ii. Device Information: Includes device type, operating system, and network provider.

3. How We Use Your Information
   a) We use the collected information for the following purposes:
      i. To send and receive messages via 10DLC.
      ii. To provide customer support and respond to inquiries.
      iii. To monitor and improve the quality of our messaging services.
      iv. To comply with legal and regulatory requirements.
      v. To prevent fraud, spam, or abuse.

4. Information Sharing and Disclosure
   a) We do not sell, trade, or rent your personal information. However, we may share information in the following circumstances:
      i. Service Providers: We may share information with third-party vendors who help us deliver 10DLC messaging services (such as our phone and messaging provider), solely so they can send and receive messages on our behalf.
      ii. Legal Compliance: If required by law, regulation, or legal process, we may disclose your information.
      iii. Business Transfers: In case of a merger, sale, or asset transfer, your information may be transferred to a new entity.

SMS consent is not shared with third parties. All of the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties or affiliates. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

5. SMS Messaging Terms

   When you check the SMS consent box in our New Patient Intake Packet (completed electronically through our patient portal), you agree to receive text messages from KindMind Behavioral Health at the mobile number you provided. Messages may include appointment reminders, scheduling and missed-appointment follow-ups, paperwork reminders, and important office notifications. Consent is not a condition of receiving care or services. Message frequency varies. Message and data rates may apply. To opt out at any time, reply STOP. For assistance, reply HELP, call (248) 266-0920, or visit www.kindmindbh.com. Carriers are not liable for delayed or undelivered messages.

6. Your Choices and Opt-Out Rights
   a) Opt-Out: You can opt out of receiving messages at any time by replying "STOP" to a message.
   b) Help Requests: For assistance, reply "HELP" to a message or contact our support team.
   c) Do Not Track: We do not track users for targeted advertising purposes.

7. Data Security

We implement industry-standard security measures to protect your personal information from unauthorized access, disclosure, or misuse. However, no system is entirely secure, and we encourage users to take precautions.

8. Retention of Information

We retain your information only as long as necessary to provide our services and comply with legal obligations. Once no longer needed, data is securely deleted.

9. Children's Privacy

Our 10DLC services are not intended for individuals under the age of 13. We do not knowingly collect data from children.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted with an updated "Effective Date." Continued use of our services constitutes acceptance of these changes.

11. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

KindMind Behavioral Health

Email: admin@kindmindbh.com
Phone: (248) 266-0920
Address: 5980 S Main St., Suite 101, Clarkston, MI 48346