



## Privacy Policy for People Places and Dreams

Effective Date: 02/01/2025

At People Places and Dreams, we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect your information when we contact you via text message to provide appointment reminders and caseload updates. By using our services and agreeing to receive text messages, you consent to the practices outlined in this policy.

### 1. Information We Collect

We collect the following personal information to provide you with appointment reminders and caseload updates:

- Contact Information: Phone number (mobile phone required for SMS communication)
- Appointment Information: Date, time, and details related to your healthcare appointments
- Caseload Updates: Information regarding your ongoing care or services you are receiving from our staff.

We may also collect additional information that you voluntarily provide to us through forms, phone calls, or in-person interactions.

### 2. How We Collect Your Information

We collect your information in the following ways:

- Directly from you when you schedule appointments or provide information to us via our intake process, treatment plan updates, phone calls, and In person meetings.
- Through SMS communication when you opt-in to receive appointment reminders and caseload updates.

### 3. Why We Need This Information and How We Use It

We use your personal information for the following purposes:

- To send you appointment reminders via SMS to ensure you are notified of upcoming appointments.
- To send you caseload updates related to your ongoing services.
- To maintain accurate records for healthcare delivery and communication purposes.

### 4. Sharing Your Information

We do not sell or share your personal information with third parties for promotional, marketing or financial profiting purposes. We may share your information with trusted third-party service providers who assist in delivering services, such as SMS providers, but only for appointment reminders and caseload updates. These third parties are contractually obligated to protect your information and use it solely for the purposes outlined in this Privacy Policy.

All sharing mentioned in this policy excludes mobile opt-in and consent; your mobile opt-in information is never shared with anyone for any purpose outside of providing you with the services outlined herein.

## 5. Opting Out of Communications

You may opt out of receiving text messages from us at any time by replying with the word "STOP" to any text message you receive from us. Upon doing so, we will immediately stop sending you further appointment reminders or caseload updates via SMS.

## 6. Access to Your Mobile Device

For your confidentiality and privacy, you are required to be the only person who has access to the mobile phone number provided for text communications. Sharing the phone with others may expose your personal health information, which we strive to protect. By agreeing to receive text messages, you confirm that you will be the sole user of the phone associated with your account to maintain the confidentiality of the information shared.

## 7. How to Contact Us

If you have any questions or concerns regarding this Privacy Policy, or if you wish to request changes to your personal information, please contact us at:

Email: [info@peopleplacesanddreams.com](mailto:info@peopleplacesanddreams.com)

Phone: 216-910-9015

Website: [www.peopleplacesanddreams.com](http://www.peopleplacesanddreams.com)

## 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will post the updated policy on our website and indicate the date it was last updated. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

By continuing to use our services or by receiving text messages after any changes to this Privacy Policy, you agree to those changes.

Thank you for trusting People Places and Dreams with your needs. Your privacy is important to us, and we are committed to keeping your personal information secure.