

Terms of Service

PURPOSE: Kingwood Heritage Dentistry offers patients the option to communicate with our office by SMS/text message regarding appointments, scheduling, treatment, account information, office updates, and other communications related to their dental care. Text messages may contain information related to your dental care or other Protected Health Information (PHI). While Kingwood Heritage Dentistry uses reasonable safeguards to protect the privacy and security of patient information, standard SMS/text messaging may not be completely secure. Kingwood Heritage Dentistry cannot guarantee the security or confidentiality of information transmitted by text message. By consenting to text communication, you acknowledge and accept these risks.

SMS Messaging

By consenting, you agree to receive SMS/text messages from Kingwood Heritage Dentistry at the mobile number you have provided. Messages may include appointment reminders and confirmations, scheduling and rescheduling, treatment and account-related information, office updates, and general two-way communication with our practice.

Message frequency varies. Message and data rates may apply. Reply **STOP** at any time to opt out. Reply **HELP** for assistance or contact Kingwood Heritage Dentistry directly.

Consent to receive SMS/text messages is voluntary and is not a condition of receiving dental care or services from Kingwood Heritage Dentistry.

Information We Collect

When you consent to receive SMS/text messages, we may collect:

- Your mobile phone number
- Your consent to receive SMS/text messages
- Information you provide through SMS/text communications with our practice

How We Use Your Information

We may use your information to:

- Send you SMS/text messages you have consented to receive
- Send appointment reminders and confirmations
- Communicate regarding scheduling and rescheduling
- Provide treatment, account, or other information related to your dental care
- Respond to questions or messages you send to our practice
- Provide relevant practice updates and other communications consistent with your preferences

Sharing Your Information

We do not share your mobile phone number or SMS opt-in information with third parties or affiliates for their marketing or promotional purposes.

Information may be shared with service providers as necessary to operate our SMS/text messaging services or as otherwise permitted or required by law.

Your Rights and Opt-Out

You may opt out of receiving SMS/text messages from Kingwood Heritage Dentistry at any time by replying **STOP** to any message we send you.

Reply **HELP** for assistance or contact Kingwood Heritage Dentistry directly. Opting out of SMS/text messaging will not affect your ability to receive dental care from our practice.

Message Frequency and Charges

Message frequency varies depending on your appointments, treatment, account activity, and communications with our office.

Message and data rates may apply according to your wireless carrier and mobile service plan.

Wireless carriers are not liable for delayed or undelivered messages. Kingwood Heritage Dentistry is not responsible for message or data charges, transmission errors, or delays caused by your wireless carrier or other third-party service providers.

Data Security

Kingwood Heritage Dentistry implements reasonable measures to protect your personal information from unauthorized access, use, or disclosure. However, standard SMS/text messaging may not be completely secure, and we cannot guarantee the security or confidentiality of information transmitted by text message.

Authorized User

By consenting, you confirm that you are the owner or authorized user of the mobile number provided.

Contact Us

If you have questions or concerns regarding SMS/text messaging, your privacy, or this consent, please contact Kingwood Heritage Dentistry at (281) 359-8302 or smile@heritagedds.com.