



## Privacy Policy

**Effective Date: March 13, 2026**

Elevate Muscle & Joint (“we,” “our,” or “us”) is committed to protecting your privacy and safeguarding your personal and health information.

### Information We Collect

We may collect the following types of information:

- Name, phone number, email address, and other contact details
- Appointment and scheduling information
- Health information necessary to provide care
- Billing and payment information, when applicable

### How We Use Your Information

We use the information we collect to:

- Schedule and manage appointments
- Provide chiropractic care and related services
- Communicate regarding treatment, follow-ups, and patient care
- Send appointment reminders and service-related messages
- Process billing and payments
- Improve our services and patient experience

### Text Messaging Communications

If you provide your phone number, you may receive text messages from Elevate Muscle & Joint related to:

- Appointment reminders
- Patient care and follow-up communication
- Billing notifications

Message frequency may vary. Message and data rates may apply.

You may opt out at any time by replying **STOP**.

For assistance, reply **HELP** or contact us directly.

## **SMS Communication Disclaimer**

While we take reasonable steps to protect your information, **text messaging is not always a secure form of communication**. By choosing to communicate with us via text, you acknowledge and accept this risk.

## **HIPAA & Protected Health Information**

Elevate Muscle & Joint complies with applicable federal and state laws, including the Health Insurance Portability and Accountability Act (HIPAA), to protect your Protected Health Information (PHI).

We implement appropriate administrative, technical, and physical safeguards to protect your health information.

## **Data Sharing**

We respect your privacy:

- We **do not sell or share your personal information** with third parties for unrelated marketing purposes
- We may share information with trusted service providers (such as scheduling systems, EHR platforms, and communication providers including ChiroTouch and Twilio) strictly to operate our business
- We may disclose information when required by law

## **Your Rights**

You have the right to:

- Request access to your personal and health information
- Request corrections to your information
- Request restrictions on certain uses or disclosures
- Opt-out of communications at any time

## **Contact Information**

If you have any questions about this Privacy Policy, please contact:

### **Elevate Muscle & Joint**

209 W Buchanan St, Prairie Grove, AR 72753

(479) 485-3553

info@elevatchironwa.com