



## **Policy**

Our policy outlines how BrightStar Care collects, uses and protects personal information in relation to SMS, email and direct call communications.

## **Procedure**

### **1. Information Collection**

We collect personal information, such as your name, phone number, and any other details you provide, when you opt-in to receive SMS, email or direct call communications from us. We do not collect any personal information without your consent.

### **2. Use of Information**

Your information is used for the following purposes:

To send you SMS/emails notifications about our services and updates.

To respond to inquiries, requests, or concerns sent via SMS, emails and/or direct calls.

To provide information relevant to your or a family member's care or service needs.

### **3. Opt-In Consent**

By providing your phone number and opting in to receive SMS, emails and/or direct call communications, you consent to receiving text messages from BrightStar Care South Charlotte. Message frequency varies based on your interaction with us.

### **4. Opt-Out**

You may opt out of receiving SMS, emails and/or direct call communications at any time by replying "STOP" to any text/email message or by communicating as such during a call. After opting out, you will receive a final confirmation message, and no further messages will be sent.

### **5. Data Sharing**

We do not sell, trade, or otherwise transfer your personal information to outside parties without your consent. Your information may be shared with trusted service providers who assist us in operating our SMS, email and business services, provided those parties agree to keep this information confidential.

### **6. Data Security**

We implement reasonable security measures to protect your personal information from unauthorized access, use, or disclosure. However, no data transmission over mobile networks can be guaranteed to be completely secure.



## **7. Your Rights**

You have the right to:

Access your personal information.

Request corrections to any inaccurate information.

Request deletion of your personal information unless it is required for legal or service-related reasons.

## **8. Changes to This Policy**

We may update this policy periodically. Changes will be communicated via SMS, email or updated on our website. Your continued use of our SMS/email services after changes have been made constitutes your acceptance of the updated policy.

## **9. Contact Us**

If you have any questions regarding this Privacy Policy, please contact us at: BrightStar Care South Charlotte  
Phone: 704-919-0955  
Email: [charlotte@brightstarcare.com](mailto:charlotte@brightstarcare.com)

By opting in to our SMS service, you agree to this Privacy Policy.