

Pharmacy SMS Privacy Policy

Last Updated: 3-26-2026

West TN Pharmaceutical Care values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your information in connection with our SMS notification services.

Information We Collect

When you opt in to receive SMS notifications, we may collect:

- Your mobile phone number
- Your name (if provided)
- Basic transaction-related information necessary to send order status notifications

We **do not send, receive, or store protected health information (PHI)** through SMS messages.

How We Use Your Information

Your information is used solely to:

- Send SMS notifications when your pharmacy order is ready for pickup
- Respond to customer service inquiries
- Maintain records of your consent to receive SMS messages

We **do not use your information for marketing or promotional messaging** unless you explicitly opt in to such communications.

SMS Consent & Opt-In

By providing your mobile number and opting in, you consent to receive SMS messages from **West TN Pharmaceutical Care**. Consent is not a condition of purchase.

Opt-Out Instructions

You may opt out of SMS messages at any time by replying **STOP** to any message. After opting out, you will no longer receive SMS communications unless you re-enroll.

For assistance, reply **HELP** or contact us using the information below.

Information Sharing & Disclosure

We **do not sell, rent, or share your personal information, including your phone number, with third parties for their marketing purposes.**

We may share your information only with trusted service providers (such as SMS delivery platforms like Twilio) solely for the purpose of delivering SMS notifications. These providers are contractually obligated to protect your information and use it only for service delivery.

Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your information from unauthorized access, use, or disclosure.

Data Retention

We retain your information only as long as necessary to provide SMS services and to comply with applicable legal, regulatory, and recordkeeping requirements.

Your Rights & Choices

You have the right to:

- Opt out of SMS communications at any time
- Request information about the data we have collected about you
- Request deletion of your information, subject to legal requirements

Children's Privacy

Our SMS services are not intended for individuals under the age of 18. We do not knowingly collect personal information from minors.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted with an updated "Last Updated" date.

Contact Information

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

West TN Pharmaceutical Care

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