



PHOENIX WELLNESS SERVICES LLC

✉ info@phoenixwellnessllc.com
☎ (240) 242-9302

📍 10 E North Avenue, Suite 10
Baltimore, MD 21202

Privacy Policy

Effective Date: January 1, 2025

Phoenix Wellness Services LLC (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how Phoenix Wellness Services LLC collects and uses information about you [when you opt-in to receive SMS messages from us].

Information We Collect

When you opt-in to receive SMS messages, we collect:

- Your phone number
- Consent to send SMS messages
- Your email address
- Your basic contact information
- Your messaging history

How We Collect Your Information

We may collect your information directly from you, such as when you complete a form or contact us; automatically, such as when you interact with our website; or from others, such as when we receive information about you from third parties.

How We Use Your Information

We use your information to:

- Send you the SMS messages you’ve opted in to receive
- Provide updates, promotions, or other relevant content based on your preferences
- Choices and Controls
- To operate our business

Disclosures of Your Information

We may disclose your information to our affiliated companies; to third party service providers, business advisors, or consultants who provide services to us; in connection with a merger, acquisition, reorganization, restructuring, financing transaction, or sale of assets; as required by law or administrative order; and to assert claims or rights or to defend against claims.

Protection of Information

We take steps to protect your information against unauthorized use or disclosure.

Updates

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website before the change becomes effective. We encourage you to periodically review this page for the latest information about our privacy practices.

How to Contact Us

You can reach us by texting the word HELP for support to (240) 242-9302. You may also contact us directly at support@phoenixwellnessllc.com.

We do not share your personal information, phone number, or SMS consent opt-in data with third parties or affiliates for marketing or promotional purposes.

- Information about how you use cookies;
- Information about how you handle the personal data of children;
- Information about how individuals can exercise their privacy rights (e.g., to access, correct, or delete their data); and
- Whether your website responds to do not track or global privacy control signals.

HIPAA Protected Health Information Warning

Text – Please be aware that text messages are not a secure form of communication, and there is a risk that your information could be accessed by unauthorized individuals. By responding to this message, you acknowledge that you understand this risk and consent to receiving text messages from us for this purpose.

If you do not wish to receive text messages from us, please reply STOP to unsubscribe.

Email – Please be aware that email communication can be intercepted in transmission or misdirected. Your use of email to communicate protected health information to us indicates that you acknowledge and accept the possible risks associated with such communication. Please consider communicating any sensitive information by telephone, fax or mail. If you do not wish to have your information sent by email, please contact the sender immediately.



PHOENIX WELLNESS SERVICES LLC

info@phoenixwellnessllc.com
(240) 242-9302

10 E North Avenue, Suite 10
Baltimore, MD 21202

Terms and Conditions

Effective Date: January 1, 2025

By opting in to receive SMS messages from Phoenix Wellness Services LLC (“we,” “us,” “our”), you agree to these Terms and Conditions (Terms).

SMS Messaging Service

By providing my phone number, I consent to receive SMS text messages from Company for appointment reminders, marketing messages, and general two-way communication about your relationship with Company. Message and Data Rates may apply.

Message Frequency

You will get more than one message from us unless you opt-out, and while messaging frequency varies, you will likely receive messages pertaining to your account with us as you request, or up to 4 messages per month. Company reserves the right to alter the frequency of messages at any time to increase or decrease the total number of messages. Company and carriers are not liable for delays or undelivered messages.

Message and Data Rates

Message and data rates may apply based on your mobile carrier’s terms.

Privacy Policy

Your information will be handled in accordance with our Privacy Policy which you can find on our website.

Cancellation/Opt-Out Instructions

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you. After you opt out of text messaging, you will receive one additional message confirming your request has been processed.

Help/Customer Support

Text the word HELP for support. You may also contact us directly at the number listed on our website for our main office.

Liability

We are not responsible for any charges, errors, or delays in SMS delivery or undelivered messages caused by your carrier or third-party service providers.

HIPAA Protected Health Information Warning

Text – Please be aware that text messages are not a secure form of communication, and there is a risk that your information could be accessed by unauthorized individuals. By responding to this message, you acknowledge that you understand this risk and consent to receiving text messages from us for this purpose.

If you do not wish to receive text messages from us, please reply STOP to unsubscribe.

Email – Please be aware that email communication can be intercepted in transmission or misdirected. Your use of email to communicate protected health information to us indicates that you acknowledge and accept the possible risks associated with such communication. Please consider communicating any sensitive information by telephone, fax or mail. If you do not wish to have your information sent by email, please contact the sender immediately.