

Horizon Infusions
SMS Text Messaging Privacy Policy
Effective Date: October 7, 2026

Horizon Infusions, LLC (“we,” “us,” or “our”) respects your privacy and is committed to protecting information collected in connection with our patient text messaging program (“SMS Services”). The SMS Services support patient onboarding and engagement through appointment reminders, operational notifications, billing communications, and other communications described in our SMS Testing Services Terms and Conditions and covered by your consent.

Information We Collect and Use. We may collect your name, mobile phone number, records of your consent and opt-out requests, the content of messages exchanged with us, and message delivery information. We use this information to provide and administer the SMS Services, respond to your communications, document and manage your consent and messaging preferences, maintain security, and comply with applicable legal requirements.

Sharing Your Information. We do not sell or rent mobile phone numbers, SMS opt-in data, consent records, or related personal information collected through the SMS Services. We do not share this information with third parties or affiliates for marketing or promotional purposes.

We may share information with vendors, service providers, and contractors that support the SMS Services, including our patient engagement platform and messaging delivery providers. Such parties are subject to appropriate confidentiality and security obligations and may use the information only to provide services on our behalf. SMS opt-in data and consent records are shared only with providers supporting the SMS Services, except as required by law. We may also disclose information when required by applicable law or legal process.

Privacy and Security. We use reasonable safeguards to protect information associated with the SMS Services. However, standard SMS messages are not end-to-end encrypted and may include limited information about your healthcare services. Messages may be viewed by anyone with access to your phone.

Your Choices and Contact Information. Participation in the SMS Services is voluntary. You may opt out at any time by replying STOP to a message. Choosing not to receive text messages will not affect your ability to receive care. Please notify us promptly if your mobile phone number changes or you no longer control that number.

Changes to This Policy. We may update this policy from time to time by posting the revised policy on our website with an updated effective date. Any changes remain subject to applicable law and will not expand the scope of your SMS consent without obtaining any additional consent required.

For questions about this policy, please contact privacy@horizoninfusions.com.