

## TERMS & CONDITIONS

### **Mercy Mental Health and Services**

**Contact: 310-295-0666**

At Mercy Mental Health and Services, we are committed to transparency, user consent, and safeguarding your information. Please review the following terms to ensure a clear and secure communication experience with us.

### **MESSAGING FREQUENCY**

Patients and clients may receive occasional SMS messages regarding appointment reminders, scheduling confirmations, payment follow-ups, and relevant updates. On average, you can expect no more than 3–5 messages per month.

### **OPT-IN PROCESS**

By providing your phone number during intake or confirming your interest in receiving communications, you are voluntarily opting in to receive SMS messages from Mercy Mental Health and Services.

### **OPT-OUT PROCESS**

You may opt out of receiving SMS messages at any time by replying **"STOP"** to any of our messages. For assistance, you can also call us directly at 310-295-0666.

### **PRIVACY POLICY**

To understand how your personal information is collected, stored, and used, please review our full [Privacy Policy](#). We respect your privacy and handle all data in accordance with HIPAA and applicable data protection laws.