

## Privacy Policy for SMS Communications

**Last Updated:** 3/15/2025

### 1. Introduction

Hicuity Health, Inc. (“Hicuity Health,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide. This Privacy Policy outlines how we collect, use, and protect information obtained through our SMS communications.

By opting into our SMS service, you agree to the collection and use of your information as described in this policy.

### 2. Information We Collect

When you opt into our SMS communication services, we may collect the following information:

- Your **name**
- Your **phone number**
- Your **employer’s name, Hicuity Health’s client**, if applicable
- **Message content** and **response history** related to your communications with us

### 3. How We Use Your Information

We use the collected information to:

- Send **service alerts** and **downtime notifications** to our clients
- Send **recruitment updates** to potential job applicants
- Respond to inquiries and facilitate communication between you and Hicuity Health

We do **not** use SMS communications for marketing purposes.

### 4. Data Storage and Security

All collected information is stored on our third-party communication platform. We implement reasonable security measures to protect your data. Only authorized personnel have access to this information.

### 5. Data Sharing and Third-Party Involvement

We do **not** sell, rent, or share your SMS data with third parties. We also do not provide your information to third-party vendors outside of the third-party communication platform, which we use to facilitate our SMS communications.

## 6. SMS Consent and Opt-Out

By providing your phone number to us, you consent to receive SMS messages regarding:

- **Service alerts and downtime notifications** (for clients)
- **Recruitment updates** (for job applicants)

### **Opt-Out:**

You can opt out of SMS messaging at any time by:

- Replying **STOP** to any text message from us
- **Emailing us** at [privacy@hicuityhealth.com](mailto:privacy@hicuityhealth.com)
- **Calling us** at **855-442-8489**

Once you opt out, you will no longer receive SMS messages from us.

## 7. Message Frequency and Costs

- **Messaging frequency varies** depending on service alerts and job applicant updates.
- **Message and data rates may apply** depending on your mobile carrier's plan.

## 8. Changes to This Policy

We reserve the right to update or modify this Privacy Policy at any time. The latest version will always be available at <URL>. Continued use of our SMS services after modifications constitutes acceptance of the revised policy.

## 9. Contact Information

If you have any questions or concerns regarding this Privacy Policy, please contact us:

- **Phone:** 855-442-8489
- **Email:** [privacy@hicuityhealth.com](mailto:privacy@hicuityhealth.com)
- **Mailing Address:**  
Compliance Officer  
Hicuity Health, Inc.  
One City Place Drive, Suite 570  
Saint Louis, MO 63141