

Privacy Policy

Effective Date: 6/11/2026

Kindred Treatment Center is committed to protecting your privacy and maintaining the confidentiality of your personal and health-related information. This Privacy Policy explains how we collect, use, and disclose information, including through our website, online forms, and SMS (text messaging) services.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, phone number, email address, mailing address, and other contact details.
- **Health Information (PHI):** Information related to your mental health, treatment history, or other protected health information, as defined by HIPAA.
- **Usage Information:** Browser type, IP address, pages visited, and cookies related to use of our website.
- **SMS Communications:** If you opt in, we may collect and store SMS interactions between you and our staff or system.

2. SMS Text Messaging and Consent

By providing your mobile phone number and opting in through our website or other communication channels, you consent to receive text messages from us. These messages may include:

- Appointment reminders
- Intake or assessment instructions
- General communications from your care provider
- Billing notifications or follow-ups

Message frequency may vary. Message and data rates may apply. You can reply **STOP** to unsubscribe at any time or **HELP** for assistance.

We will never send marketing messages via SMS without your explicit consent.

3. How We Use Your Information

We use your information to:

- Provide mental health services and coordinate care
- Send appointment reminders and communicate about your treatment
- Respond to inquiries and support requests
- Fulfill legal or regulatory obligations (including HIPAA)
- Improve our services and website experience

4. Sharing and Disclosure of Information

We do **not** sell or share your personal or health information with third parties for marketing purposes.

We do not share mobile contact information with third parties or affiliates for marketing or promotional purposes. Information may be shared with subcontractors in support services (e.g., customer service, scheduling, SMS delivery) under HIPAA-compliant agreements. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We may share your information:

- With your consent or at your request
- With health care providers involved in your care
- With third-party service providers (e.g., our SMS provider) under HIPAA-compliant agreements
- As required by law (e.g., in response to subpoenas, court orders, or legal obligations)

5. Data Security and Retention

We implement reasonable administrative, technical, and physical safeguards to protect your data in compliance with **HIPAA**, **TCPA**, and **CTIA** standards.

We retain personal and health information only as long as necessary for treatment, legal, and operational purposes.

6. Your Rights

You have the right to:

- Access or request a copy of your health records
- Request corrections to inaccurate information
- Withdraw consent for SMS or other communication
- File a complaint with us or the U.S. Department of Health & Human Services (HHS)

To exercise your rights, please contact us using the details below.

7. Contact Us

If you have any questions about this Privacy Policy or wish to update your preferences:

Kindred Treatment Center
3000 Manchester Rd, Manchester MD 21102
410-861-0066
intake@kindredtreatmentcenter.com
www.kindredtreatmentcenter.com

8. Updates to This Privacy Policy

We may update this policy periodically to reflect changes in practices or legal requirements. Any changes will be posted on this page with the updated effective date.