

## MIND AND BODY THERAPY

### Client's Rights and HIPAA Privacy

#### SMS & Email Privacy

Mind & Body Therapy is committed to protecting your health information in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and Texas Health & Safety Code Chapter 181.

We maintain administrative, physical, and electronic safeguards designed to protect the privacy and security of your Protected Health Information (PHI). Your information is used and disclosed only as permitted by law for treatment, payment, healthcare operations, or as otherwise authorized by you.

Below you'll find instructions for requesting your health records, sharing concerns, and contacting the appropriate licensing authorities to file complaints.

### Requesting Your Health Records

You have the right to request access to your health records.

To request a copy of your records or ask questions about your information, please contact us using one of the methods below:

#### Mind & Body Therapy

✉ Email: [info@mbtherapies.com](mailto:info@mbtherapies.com)

☎ Phone: 214,764.3833

Requests are processed in accordance with Texas law and HIPAA regulations. We may ask you to complete a written authorization to protect your privacy.

## Questions, Concerns, or Complaints

If you have questions or concerns about how your health information is used or shared, we encourage you to contact us directly so we can address them promptly.

### Privacy Contact:

Mind & Body Therapy

✉ [info@mbtherapies.com](mailto:info@mbtherapies.com)

☎ 214.764.3833

You have the right to file a complaint without fear of retaliation.

## Filing a Complaint with Licensing or Regulatory Authorities

You may also file a complaint with the appropriate licensing or regulatory authority if you believe your rights have been violated.

Depending on the services received, the applicable authorities may include:

### Mental Health Services

*Texas Behavioral Health Executive Council (BHEC)*

Oversees LPCs, LCSWs, LMFTs, and other licensed mental health professionals

<https://bhec.texas.gov>

## Massage Therapy & Regulated Spa Services

*Texas Department of Licensing & Regulation (TDLR)*

<https://www.tdlr.texas.gov>

## Privacy-Related Complaints (PHI)

*Texas Attorney General – Consumer Protection*

<https://www.texasattorneygeneral.gov>

## Your Rights Under Texas Law

Under Texas Health & Safety Code Chapter 181, you have the right to:

Access and obtain copies of your health records

Request corrections to your information

Understand how your information is used and disclosed

File complaints regarding privacy or access issues

This information is provided to ensure transparency and to support your rights as a client of Mind & Body Therapy.

## Need Help?

If you're unsure where to start or need assistance, our team is happy to help guide you through the process.

# SMS & Email Privacy Policy

Mind & Body Therapy (the “Company”) is committed to maintaining robust privacy protections for its users. Our Privacy Policy (“Privacy Policy”) is designed to help you understand how we collect, use and safeguard the information you provide to us and to assist you in making informed decisions when using our Service.

For purposes of this Agreement, “Site” refers to the Company’s website, which can be accessed at [www.mbtherapies.com](http://www.mbtherapies.com).

“Company” refers to Mind & Body Therapy and it’s individual therapists.

“Service” refers to the Company’s services accessed via the Site, in which users can request that the Company contact you via email or text and may respond to your Contact inquiries by one of these methods.

The terms “we,” “us,” and “our” refer to the “Company”.

“You” refers to you, as a user of our Site or our Service.

By accessing our Site or our Service, you accept our Privacy Policy and Terms of Use listed below and you consent to our collection, storage, use and disclosure of your Personal Information as described in this Privacy Policy.

SMS opt-in or phone numbers for the purpose of SMS are not being shared. Mind & Body Therapy will not share or sell the customer's consent for SMS messages and phone numbers collected for SMS to any third parties under any circumstances.

## I. INFORMATION WE COLLECT

We collect “Non-Personal Information” and “Personal Information.” **Non-Personal Information** includes information that cannot be used to personally identify you, such as anonymous usage data, general demographic information we may collect, referring/exit pages and URLs, platform types, preferences you submit and preferences that are generated based on the data you submit and number of clicks. **Personal Information** includes your name, email, and phone number, which you submit to us through the contact us process at the Site.

#### *1. Information collected via Technology*

To activate the Service you do not need to submit any Personal Information other than your email address. However, in an effort to improve the quality of the Service, we track information provided to us by your browser or by our software application when you view or use the Service, such as the website you came from (known as the “referring URL”), the type of browser you use, the device from which you connected to the Service, the time and date of access, and other information that does not personally identify you. We track this information using cookies, or small text files which include an anonymous unique identifier. Cookies are sent to a user’s browser from our servers and are stored on the user’s computer hard drive. Sending a cookie to a user’s browser enables us to collect Non-Personal information about that user and keep a record of the user’s preferences when utilizing our services, both on an individual and aggregate basis.

#### *2. Children’s Privacy*

The Site and the Service are not directed to anyone under the age of 13. The Site does not knowingly collect or solicit information from anyone under the age of 13, or allow anyone under the age of 13 to sign up for the Service. In the event that we learn that we have gathered personal information from anyone under the age of 13 without the consent of a parent or guardian, we will delete that

information as soon as possible. If you believe we have collected such information, please email us at Mind & Body Therapy, [info@mbtherapies.com](mailto:info@mbtherapies.com).

## II. HOW WE CONTACT YOU

The Company uses email and text messaging to communicate with you after you provide your contact information through opt in via email request, via phone, or via clients initiating a text message with us. We do not use unsolicited emails or phone numbers to contact individuals at any time. You can opt out of email communications by contacting us at [info@mbtherapies.com](mailto:info@mbtherapies.com) or stop receiving text messages by replying STOP to any message you receive from us.

## III. HOW WE USE AND SHARE INFORMATION

### *Personal Information:*

Except as otherwise stated in this Privacy Policy, we do not sell, trade, rent or otherwise share for marketing purposes your Personal Information with third parties without your consent. We do share Personal Information with vendors who are performing services for the Company, such as the servers for our email communications who are provided access to user's email address for purposes of sending emails from us. Those vendors use your Personal Information only at our direction and in accordance with our Privacy Policy.

In general, the Personal Information you provide to us is used to help us communicate with you. For example, we use Personal Information to contact users in response to questions, solicit feedback from users, provide technical support, and inform users about promotional offers.

We may share Personal Information with outside parties if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to meet any applicable legal process or enforceable governmental request; to enforce applicable Terms of Service, including

investigation of potential violations; address fraud, security or technical concerns; or to protect against harm to the rights, property, or safety of our users or the public as required or permitted by law.

#### *Non-Personal Information*

In general, we use Non-Personal Information to help us improve the Service and customize the user experience. We also aggregate Non-Personal Information in order to track trends and analyze use patterns on the Site. This Privacy Policy does not limit in any way our use or disclosure of Non-Personal Information and we reserve the right to use and disclose such Non-Personal Information to our partners, advertisers and other third parties at our discretion.

In the event we undergo a business transaction such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process your Personal Information as set forth in this Privacy Policy. If our information practices change at any time in the future, we will post the policy changes to the Site so that you may opt out of the new information practices. We suggest that you check the Site periodically if you are concerned about how your information is used.

#### IV. YOUR RIGHTS REGARDING THE USE OF YOUR PERSONAL INFORMATION

You have the right at any time to prevent us from contacting you for marketing purposes. When we send a promotional communication to a user, the user can opt out of further promotional communications by following the unsubscribe instructions provided in each promotional e-mail or text. Please note that notwithstanding the promotional preferences you indicate by either

unsubscribing or opting out via email to [info@mbtherapies.com](mailto:info@mbtherapies.com), we may continue to send you administrative emails including, for example, periodic updates to our Privacy Policy.

#### V. LINKS TO OTHER WEBSITES

As part of the Service, we may provide links to or compatibility with other websites or applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Privacy Policy applies solely to information collected by us through the Site and the Service. Therefore, this Privacy Policy does not apply to your use of a third party website accessed by selecting a link on our Site or via our Service. To the extent that you access or use the Service through or on another website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

#### VI. CHANGES TO OUR PRIVACY POLICY

The Company reserves the right to change this policy and our Terms of Service at any time. We will notify you of significant changes to our Privacy Policy by sending a notice to the primary email address specified in your account or by placing a prominent notice on our site. Significant changes will go into effect 30 days following such notification. Non-material changes or clarifications will take effect immediately. You should periodically check the Site and this privacy page for updates.

#### VII. CONTACT US

If you have any questions regarding this Privacy Policy or the practices of this Site, please contact us by sending an email to [info@mbtherapies.com](mailto:info@mbtherapies.com)

Last Updated: This Privacy Policy was last updated on 12/17/2025



