

Privacy Policy

Effective Date: Feb 5, 2025

This Privacy Policy describes how **Empower Physical Therapy** collects, uses, and protects the information of our patients. We are committed to protecting your privacy and handling your information responsibly.

Information We Collect:

We collect the following types of information from our customers:

- **Contact Information:** This includes your name, email address, phone number, and mailing address.
- **Payment Information:** This includes credit card numbers or other payment details necessary to process transactions.
- **Service-Related Information:** This may include information related to the specific services we are providing to you, such as your medical history, symptoms, evaluative findings, and treatment details.

How We Collect Information:

We collect information from you in the following ways:

- **Forms:** When you fill out forms on our website such as contact forms, or intake forms prior to being evaluated in our clinic.
- **Email/text:** When you communicate with us via email or text.
- **Verbal (in person):** When you provide information to us in person
- **Phone:** When you provide information to us over the phone.

How We Use Your Information:

We use your information for the following purposes:

- **Providing Services:** We use your contact information and service-related information to provide you with the care you have requested, including scheduling appointments, communicating about your care, and delivering care in our clinic.
- **Processing Payments:** We use your payment information to process transactions and bill you for our services.
- **Communication:** We may use your contact information to send you service-related updates, appointment confirmations, or important notices.
- **Customer Support:** We use your information to respond to your inquiries and provide customer support.
- **Legal Compliance:** We may use your information to comply with applicable laws and regulations.

Information Sharing:

We do not share or sell your customer information with third parties/affiliates for marketing/promotional purposes. Your mobile opt-in will not be shared. In addition, your payment information is not stored and will not be shared with anyone.

With your permission, we may share pertinent medical findings with your medical care team (i.e. your physician).

Opting Out of Communications:

You may opt out of receiving non-essential communications from us at any time. You can do so by:

- Replying "STOP," "UNSUBSCRIBE," or "QUIT" to text messages.
- Clicking the unsubscribe link in our emails.
- Contacting us directly using the contact information below.

Accessing and Updating Your Information:

You may request access to or changes to your information by contacting us at:

- Empower Physical Therapy
- 2355 San Ramon Valley Blvd, Suite 101, San Ramon, CA 94526
- (925) 854-1488
- www.HeatherRosePT.com

Changes to this Privacy Policy:

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised "Effective Date."

Contact Us:

If you have any questions about this Privacy Policy, please contact us at:

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