



# Privacy Policy

**STEP**

**Effective Date:** 1/8/26

STEP ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with us, including through our website, services, and text messaging communications.

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## Information We Collect

We may collect the following types of information:

### Personal Information

- Name
- Phone number
- Email address
- Appointment or service-related information
- Any information you voluntarily provide through forms, calls, or messages

### Mobile Information

- Phone numbers provided for SMS communication
- SMS consent and opt-in data

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## How We Use Your Information

We use the information we collect to:

- Provide and manage services
- Schedule, confirm, and remind you of appointments
- Communicate important service-related information
- Respond to inquiries and support requests
- Improve our services and operations

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## Text Messaging (SMS) Communications

If you opt in to receive SMS messages from STEP, we may send you messages related to appointments, services, reminders, or important updates.

- **Message frequency may vary**
- **Message and data rates may apply**
- You may opt out at any time by replying **STOP**
- For help, reply **HELP** or contact us directly

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## Mobile Opt-In Data Protection (IMPORTANT)

**Mobile information will not be shared, sold, rented, or disclosed to third parties for marketing or promotional purposes.**

Text messaging originator opt-in data and consent will **not** be shared with any third parties under any circumstances.

This excludes disclosures required to provide services (such as messaging platform providers) or required by law.

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## Sharing of Information



We do **not** sell or trade your personal information. We may share information only in the following situations:

- With service providers who assist us in operating our business (and who are required to keep information confidential)
- To comply with legal obligations
- To protect the rights, safety, or property of STEP or others

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## Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information. While no system is completely secure, we strive to protect your data from unauthorized access or disclosure.

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## Your Privacy Rights

You may:

- Request access to your personal information
- Request corrections to inaccurate information
- Withdraw consent for SMS communications at any time by replying **STOP**

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## Children's Privacy

STEP does not knowingly collect personal information from children under the age of 13 without parental or legal guardian consent.

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## Changes to This Privacy Policy



We may update this Privacy Policy from time to time. Any changes will be posted with an updated effective date.

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## Contact Us

If you have questions about this Privacy Policy or your information, please contact:

**STEP**

Phone: 941 251 6825

Email: [office@steptherapies.com](mailto:office@steptherapies.com)