



SMS/Text Messaging Consent and Communication Policy

Eternal Renewal Counseling, LLC (“ERC”) offers SMS/text messaging as an optional communication method for clients and individuals who choose to subscribe to practice communications.

Clients are not automatically enrolled in text messaging communications. Individuals must provide consent by voluntarily opting in through ERC’s approved communication enrollment process, including online forms, appointment requests, client communication preferences, or other authorized enrollment methods.

By opting into SMS/text messaging from ERC, you agree to receive text messages related to your care coordination and practice communications.

Types of Text Messages You May Receive

ERC text messages are limited to practice-related communications, including:

- Appointment reminders
- Confirmation of scheduled appointments
- Changes to scheduled appointments
- Scheduling-related updates
- Other necessary administrative communications related to your services with ERC

ERC does not send marketing, promotional, or advertising text messages to clients unless separate consent is obtained.

Message Frequency Disclosure

The frequency of SMS/text messages varies from client to client and depends on the individual’s scheduled appointments, appointment changes, and communication needs.

Clients with more frequent appointments or scheduling updates may receive more messages, while clients with fewer appointments may receive fewer messages.

Message frequency is not fixed and will vary based on the client’s engagement and scheduled services.



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SMS Consent Agreement

Before providing consent, individuals are informed that:

“By opting into text messages from Eternal Renewal Counseling, you agree to receive SMS messages related to your appointments, appointment reminders, appointment changes, and scheduling-related communications. Message frequency varies based on your scheduled appointments and communication needs. Message and data rates may apply. Reply STOP at any time to unsubscribe or HELP for assistance. Consent is not a condition of receiving services.”

By providing SMS consent, the individual acknowledges they understand:

- The types of messages they will receive
- That message frequency varies
- That message and data rates may apply
- How to unsubscribe from future messages

Opting Out of Text Messages

Clients may choose not to receive SMS/text messages from ERC.

Receiving text messages is optional and is not required to receive counseling, wellness, or other services from ERC.

Individuals who do not wish to receive text messages may choose not to subscribe to ERC practice communications or may withdraw consent at any time.

To stop receiving SMS messages, reply:

STOP

After opting out, no additional text messages will be sent unless the individual provides new consent.



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For assistance, reply:

HELP

Mobile Information and SMS Consent Privacy

ERC respects the privacy of all individuals who provide mobile contact information.

ERC does not sell, rent, share, or disclose mobile information, SMS consent information, or text messaging opt-in data to third parties or affiliates for marketing or promotional purposes.

Mobile information and SMS consent are used solely for communication between ERC and the individual who provided consent for practice-related communications.

ERC does not provide phone numbers, SMS opt-in records, or messaging consent information to third parties for advertising, promotional campaigns, or unrelated marketing activities.