



## **VersiCare Group SMS Privacy Policy**

At VersiCare Group, we prioritize your privacy and aim to offer helpful, convenient communication options. Our SMS (text messaging) system is designed to support customer care — giving you another way to get answers and updates about your services.

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### **100% Optional Participation**

All SMS communication from VersiCare Group is **completely optional**. You will only receive text messages if you **choose to opt in**. You are not required to provide your mobile number or agree to receive SMS in order to use any VersiCare Group services.

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### **Purpose of SMS Messages**

When you **optionally opt in**, VersiCare Group may send you SMS messages to:

- Confirm or remind you about appointments
- Provide service updates
- Answer care questions
- Communicate urgent information
- Follow up on support inquiries

These messages are solely intended to improve your care experience and make communication easier.

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### **Privacy and Data Sharing**

Your privacy is important to us. **No mobile numbers, SMS opt-in data, or message content will ever be shared with third parties** for marketing or promotional purposes. We only use your mobile number for communication with VersiCare Group staff and systems.

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### Message Frequency and Charges

Message frequency may vary depending on your engagement with our services. Standard **message and data rates may apply** according to your mobile carrier plan.

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### Opt-Out Option

You may **opt out at any time** by replying “**STOP**” to any text message from VersiCare Group. After opting out, you will no longer receive SMS messages unless you choose to opt back in again.

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### Support and Questions

If you have any questions or need assistance with SMS communication, feel free to contact us:

 **Phone:** 248-919-2660

 **Email:** [techsupport@versicaregroup.com](mailto:techsupport@versicaregroup.com)