

Privacy Policy

Effective Date: 07/01/2026

Excel Wellness & Chiropractic is committed to protecting the privacy and security of our patients' personal information. This Privacy Policy explains what information we collect, how we use it, and the choices available to our patients.

Information We Collect

We may collect the following information from patients and prospective patients:

- Name
- Phone number
- Email address
- Mailing address
- Date of birth
- Insurance information
- Payment and billing information
- Health and treatment information necessary for patient care
- Emergency contact information
- Any information voluntarily provided through forms, phone calls, text messages, emails, or our website

How We Use Your Information

We use your information to:

- Schedule and manage appointments
- Send appointment reminders and office communications
- Provide chiropractic evaluation, treatment, and patient care
- Process payments and insurance claims
- Maintain patient records
- Respond to questions and support requests
- Comply with legal, regulatory, and professional obligations

Text Messages and Phone Communications

If you provide your phone number, we may contact you by phone call or text message regarding:

- Appointment confirmations and reminders
- Billing and payment matters
- Office updates affecting your care
- We will only speak on the phone with you in person about diagnoses and/or treatments. We do not text this information.

Message and data rates may apply depending on your mobile carrier.

Information Sharing

We may share information only as necessary to:

- Provide healthcare services
- Process insurance claims and billing
- Comply with legal requirements
- Work with trusted service providers who assist in operating our practice and are required to protect your information

We do not sell, rent, or share patient information with third parties for unrelated marketing purposes.

SMS consent is not shared with third parties or affiliates for marketing purposes.

Data Security

We maintain reasonable administrative, technical, and physical safeguards designed to protect patient information from unauthorized access, use, or disclosure.

Your Choices and Opt-Out Rights

Patients may opt out of text message communications at any time by replying **STOP** to any text message received from our office. After opting out, patients will no longer receive text messages unless they provide renewed consent.

Patients may contact us at any time to:

- Update their contact information
- Request assistance regarding communications
- Ask questions about this Privacy Policy
- Request information regarding their personal data

For help with text messaging services, reply **HELP** to any text message or contact our office directly.

Contact Us

Excel Wellness & Chiropractic

Phone: 385-404-5489

Email: Excelchiroprapayson@gmail.com
Address: 814 S 1040 W Payson, UT, 84651

Policy Updates

We may update this Privacy Policy from time to time. Any changes will be posted and become effective upon publication of the updated policy.