

## **Terms and Conditions / Terms of Service**

**Effective Date:** March, 2025

**Please read these Terms and Conditions ("Terms") carefully before using the mobile messaging healthcare visit reminder service provided by VNA Alliance ("Company", "we", "our", "us"). By using or accessing our Service, you agree to be bound by these terms.**

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### **1. Introduction**

#### **1.1 Service Overview**

The Service provides automated mobile messaging reminders regarding healthcare appointments. It is designed to help individuals stay informed about upcoming healthcare visits.

#### **1.2 Acceptance of Terms**

By using our Service, you acknowledge that you have read, understood, and agreed to comply with these Terms and our Privacy Policy.

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### **2. Eligibility**

#### **2.1 User Requirements**

You must be at least 18 years old or the legal age of majority in your jurisdiction to use this Service. By subscribing to the Service, you confirm that you meet this age requirement.

#### **2.2 Consent**

I understand that I am automatically enrolled in electronic communication from VNA Alliance and may opt-out at any time. Message and data rates may apply.

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### **3. Service Description**

#### **3.1 Appointment Reminders/Electronic Communication**

Our Service delivers reminders related to your upcoming healthcare visits, and other Electronic Communication.

#### **3.2 Notification Methods**

Reminders may be delivered via Electronic Communication.

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### **4. User Responsibilities**

#### **4.1 Accurate Information**

You are responsible for providing accurate and up-to-date contact information to receive reminders. You must update your contact information with the Company in the event of any changes.

## **4.2 Account Security**

You are responsible for maintaining the security and confidentiality of your account and contact information.

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## **5. Privacy and Data Collection**

### **5.1 Data Collection**

We collect personal information such as your name, contact information (phone number), and healthcare visit details to send reminders.

### **5.2 Data Usage**

Your data is used solely for the purpose of sending appointment reminders and related healthcare notifications. For full details, please refer to our [Privacy Policy].

### **5.3 Data Sharing**

We will not share your personal data with third parties, except as required by law or to provide the Service (e.g., with healthcare providers for reminder purposes).

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## **6. Service Limitations**

### **6.1 No Guarantee of Delivery**

While we strive to provide timely and accurate reminders, we cannot guarantee that notifications will be delivered or received due to technical issues, network failures, or user-related issues (e.g., incorrect phone numbers).

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## **7. Opt-Out and Termination**

### **7.1 Opting Out of Reminders**

You may opt out of receiving reminders at any time by replying "STOP" to the reminder message or by contacting customer support.

### **7.2 Account Termination**

The Company reserves the right to terminate your access to the Service at its discretion, particularly if there is a violation of these Terms.

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## **8. Limitation of Liability**

### **8.1 Limitation of Liability**

To the fullest extent permitted by law, the Company is not liable for any direct, indirect, incidental, consequential, or special damages arising out of or in connection with your use of the Service, including but not limited to missed appointments or medical issues.

## **9. Contact Information**

For any questions or concerns regarding these Terms or the Service, please contact us at:

**Phone:** 814-333-7000

**Address:** 18360 Conneaut Lake Road, Suite 2, Meadville, PA 16335