



## **Privacy Policy**

Last Updated: 4/12/26

1. **Introduction:** NeuVista Mental Health respects your privacy and is committed to protecting the personal information you share with us. This policy explains how we collect, use, and safeguard your data when you visit our website or communicate with us regarding our psychiatry, TMS, and therapy services.

2. **Information We Collect:** We may collect personal information that you voluntarily provide to us, including but not limited to:

- Name and contact details (email address, phone number).
- Appointment requests and scheduling preferences.
- Information submitted via intake forms or "Contact Us" inquiries.

3. **HIPAA and Protected Health Information:** If you are a patient of NeuVista Mental Health, your medical information is protected under the Health Insurance Portability and Accountability Act (HIPAA). While this website policy covers digital data collection, your clinical records are governed by our Notice of Privacy Practices, which is provided to you during patient intake. Please avoid submitting highly sensitive clinical details via standard web forms or email.

### **4. SMS/Text Messaging Privacy Policy:**

- **Collection:** We collect mobile phone numbers only when you voluntarily provide them to us to receive appointment reminders or care coordination messages.
- **Use:** Your number is used solely to provide services you have requested, such as appointment reminders, TMS treatment scheduling, and administrative alerts.
- **No Sharing with Third Parties:** No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

5. **Cookies and Tracking:** Our website may use cookies to enhance your browsing experience. You can choose to disable cookies through your browser settings, though this may affect the functionality of our website.

6. **Contact Us:** If you have questions about this privacy policy, please contact us at: NeuVista Mental Health, 1221 Medical Center Drive, Wilmington, NC, 28401

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