

Orthopedic Appliance Company, Inc. Privacy and SMS Data Use Statement

Last Updated: 7/1/2026

Consent and Communication

By providing your phone number, you expressly consent to receiving automated or manual SMS/MMS messages from Orthopedic Appliance Company, Inc. for transactional and informational purposes related to your care (such as appointment reminders, patient education, or administrative updates). NOTE: Consent is not a condition of receiving care. This consent applies only to SMS/MMS and does not apply to email or other communication channels.

Message Frequency

Message frequency is typically 2–4 per month, depending on your appointment schedule and care needs.

Data Collection and Use

Information Collected: Phone numbers, opt-in/out records, message content, and interaction timestamps.

Purpose: To deliver messages, manage preferences, and comply with legal obligations. Retention: Data is stored for 5 years after opt-out or as required by law.

Opt-Out Mechanisms

Unsubscribe: Reply STOP to any message to immediately stop receiving texts. Requests are processed right away, no later than 1 business day.

Assistance: Reply HELP for company contact details and instructions on how to opt out.

Disclosures

All messages include our company name and contact information. Standard message and data rates may apply.

SMS/MMS messages do not include emergency services.

Third-Party Data Sharing

Phone numbers and consent records are never sold.

Vendors who process SMS data must follow equivalent privacy and security standards.



Security Measures

Data is encrypted in transit and at rest.

Annual audits are conducted to ensure compliance with TCPA, CTIA, and carrier guidelines.

Regulatory Compliance

Orthopedic Appliance Company, Inc. adheres to CTIA 10DLC registration requirements, TCPA's consent rules, and prohibits restricted content.

Contact Us

For questions, data requests, or complaints:

- Email: www.oacpo.com
- Mail: 75 Victoria Road, Asheville, NC 28801
- Phone: 1(828) 254-6305