

Sherman Clinical Research SMS Privacy Policy

At Sherman Clinical Research, we are committed to protecting your privacy. This SMS Privacy Policy explains how we collect, use, store, and protect your personal information when you interact with us via text messaging (SMS/MMS) using our toll-free number. This policy complies with the Telephone Consumer Protection Act (TCPA), HIPAA, and other applicable regulations.

1. Information We Collect: When you opt in to receive SMS messages from Sherman Clinical Research, we may collect:
 - Your mobile phone number
 - Your name (if provided)
 - Information you provide in message responses (e.g., appointment confirmations)
 - Message delivery and interaction data (e.g., timestamps, status)
2. How We Collect Your Information: We collect information directly from you when:
 - You enter your phone number into a web form on our website (www.shermanclinicalresearch.com)
 - You opt in through a registration form on facebook, google or other social media
 - You interact with our staff via SMS for research-related communications
3. How We Use SMS Information: We use your SMS data to:
 - Send transactional messages (e.g., appointment reminders, study updates)
 - Respond to your inquiries or support requests
 - Send promotional messages (e.g., study recruitment) only with your prior express written consent
 - Analyze message delivery to improve our services
4. Sharing Your Information: Sherman Clinical Research does not sell or share your SMS data with third parties for their marketing purposes. We may share your information with:
 - Trusted service providers (e.g., SMS gateway providers, phone carriers) who assist in delivering our messaging services
 - Regulatory authorities, if required by law (e.g., HIPAA compliance) These providers are contractually obligated to maintain confidentiality and comply with HIPAA and TCPA regulations.
5. Your Choices and Rights: You may opt out of SMS messages at any time by replying “STOP” to any message. You will receive a confirmation and no further messages unless you opt in again. To request access to, correction of, or deletion of your SMS-related data, contact us at contactus@shermanclinicalresearch.com. Under HIPAA, you have rights to access and manage your protected health information.
6. Data Security and Retention: We implement industry-standard security measures, including encryption, to protect your personal data in compliance with HIPAA. SMS data is retained only as long as necessary to fulfill the purposes outlined above or to comply with legal obligations (e.g., clinical research recordkeeping).
7. Consent for SMS Communications: By opting in to our SMS program, you provide express written consent to receive transactional and promotional messages from Sherman Clinical Research via our toll-free number. Consent is not a condition of participating in our research

studies. Message frequency varies, and message/data rates may apply (contact your carrier for details).

8. **Changes to This Policy:** We may update this SMS Privacy Policy periodically. Material changes will be communicated via SMS or posted on our website (www.shermanclinicalresearch.com). Continued use of our SMS service indicates acceptance of the revised policy.
9. **Contact Us:** For questions about this policy or your SMS data, contact: Sherman Clinical Research 2800 N. Highway 75, Suite 120, Sherman, TX 75090; Email: contactus@shermanclinicalresearch.com; Phone: 903-771-4093

Example of Intake Form

The screenshot shows a web browser window with the URL calendly.com/app/scheduling/meeting_types/user/me. The browser's address bar and tabs are visible at the top. The main content area displays a scheduling interface for a meeting titled "Initial Appointment". A modal form titled "Answer questions on behalf of your invitee" is overlaid on the scheduling page. The modal form contains the following fields and options:

- Hosts:** Sherman Clinical (you), CDT
- Contacts:** Search bar
- Description/Instructions:** Thank you for scheduling your first appointment with us. During your appointment we will be reviewing your medical history and medications. It is preferred that you bring a list of your medications with you to the appointment. If you have any questions, please contact us.
- Contact questions:** 0/3 questions answered, Some required
- Phone Number:** A field with a dropdown menu showing the United States flag.
- Consent:** Sherman Clinical Research would like your consent to send text message communications from +19037714093 to your mobile number listed above, regarding account notifications, customer care, marketing. Consent is not a condition of purchase.
- Options:** Yes, I consent to receive informational messages from Sherman Clinical Research regarding account notifications, customer care, marketing. Yes, I consent to receive marketing text messages from Sherman Clinical Research. No, I do not want to receive any text messages from Sherman Clinical Research.
- Buttons:** Cancel, Save

The background scheduling page shows a calendar view with a date selected (11/07am) and a "Book meeting" button at the bottom.