

SMS/Mobile Communications Privacy Policy and Terms

Last Updated: June 25, 2026

GetixHealth Holding Corporation and its subsidiaries and affiliates (collectively, “GetixHealth,” “we,” “us,” or “our”), may offer text message, mobile message, SMS, MMS, RCS, and similar mobile communications programs (collectively, “Mobile Communications”) relating to healthcare revenue cycle, billing, payment, account, patient support, operational, informational, and other services.

By enrolling in, consenting to, or otherwise participating in a GetixHealth Mobile Communications program, you agree to this SMS/Mobile Communications Privacy Policy and Terms, as well as any other privacy notices, terms of use, or patient communications notices that apply to the services you receive.

1. Scope of Mobile Communications

GetixHealth may send Mobile Communications regarding matters such as:

- (a) healthcare billing or account information;
- (b) payment reminders, payment options, balance information, or account status updates;
- (c) insurance, eligibility, demographic, or other account-related follow-up;
- (d) appointment, service, or operational reminders, where applicable;
- (e) customer service or support communications;
- (f) requests for information needed to process or support your account; and
- (g) other transactional, informational, administrative, or service-related communications.

Where permitted by law and only with any consent required by applicable law, Mobile Communications may also include information about services that may be relevant to you.

2. Consent to Receive Mobile Communications

By providing your mobile telephone number to GetixHealth, our client, a healthcare provider, or another authorized party, and by consenting to receive Mobile Communications, you represent that you are the subscriber or customary user of that mobile telephone number or that you have authority to provide consent for that number.

You consent to receive Mobile Communications from or on behalf of GetixHealth, including communications sent using automated technology. Consent to receive Mobile

Communications is not a condition of purchasing any goods or services, receiving healthcare services, or resolving any account.

Message frequency may vary. You may receive multiple messages depending on the nature of your account, your interactions with us, and the Mobile Communications program in which you participate.

3. Message and Data Rates

GetixHealth does not charge you for Mobile Communications. However, message and data rates may apply from your mobile carrier. You are responsible for any charges imposed by your mobile carrier. Mobile Communications may not be available through all carriers or in all areas.

4. Information We Collect

In connection with Mobile Communications, we may collect and use information such as:

- (a) your mobile telephone number;
- (b) your consent status, opt-in source, opt-in date and time, and related consent records;
- (c) message delivery, interaction, and response information;
- (d) account, billing, payment, demographic, or service-related information necessary to communicate with you;
- (e) information you provide in response to Mobile Communications; and
- (f) technical information needed to deliver, administer, secure, and document Mobile Communications.

5. How We Use Mobile Communications Information

We may use Mobile Communications information to:

- (a) send messages you requested or consented to receive;
- (b) provide billing, account, payment, administrative, support, or service-related communications;
- (c) respond to your inquiries or requests;
- (d) confirm, document, manage, or update your communication preferences;
- (e) improve message delivery, reliability, security, and compliance;
- (f) maintain records of consent, opt-out requests, and communications; and

(g) comply with legal, regulatory, contractual, operational, and risk-management obligations.

6. Sharing of Mobile Communications Information

We do not sell your Mobile Communications information.

Subscriber opt-in data will not be shared with other brands for marketing purposes.

We do not share your mobile opt-in information, SMS consent records, or telephone number collected for Mobile Communications with third parties for their own marketing or promotional purposes.

We may share Mobile Communications information with service providers, vendors, contractors, carriers, messaging platforms, technology providers, payment processors, professional advisors, healthcare providers, clients, or other parties as necessary to operate, deliver, support, document, secure, or administer Mobile Communications; provide services; process transactions; comply with law; protect rights and safety; or fulfill our contractual and legal obligations. These parties are permitted to use the information only as authorized by us and as permitted by applicable law.

7. Healthcare and Sensitive Information

Some Mobile Communications may include information relating to healthcare billing, payment, insurance, account status, or other information that may be considered health information, personal information, or sensitive information under applicable law.

Mobile Communications, including SMS and text messages, may not be encrypted and may not be secure. This means that information contained in Mobile Communications could potentially be viewed by others who have access to your mobile device, your mobile telephone number, your carrier account, or message previews, or could be intercepted or disclosed without authorization.

By participating in Mobile Communications, you acknowledge and accept these risks. If you do not want to receive information by text message or other mobile message, you should opt out as described below and use another communication method, such as telephone or mail, where available.

8. Opt-Out Instructions

You may opt out of a GetixHealth Mobile Communications program at any time by replying STOP to a message from that program.

After you send STOP, we may send you a confirmation message. After that, you should no longer receive Mobile Communications from that specific program unless you opt in again. If you are enrolled in more than one GetixHealth Mobile Communications program, you may need to opt out separately from each program.

Opting out of Mobile Communications does not prevent GetixHealth or its clients from contacting you by other lawful means, including telephone, mail, email, portal message, or other communication channels, where permitted by law.

9. Help Instructions

For help with a Mobile Communications program, reply HELP to a message from that program or contact us at:

GetixHealth

14141 Southwest Freeway, Suite 300

Sugar Land, TX 77478

713-414-7790

privacy@getixhealth.com

https://www.getixhealth.com/policy/Security_Privacy_Policy.pdf

10. Changes to Your Mobile Number

If you change, transfer, or discontinue use of the mobile telephone number you provided, you agree to opt out before changing or discontinuing that number or to promptly notify us that the number is no longer associated with you. You agree not to provide a mobile telephone number that you do not control or are not authorized to use.

11. Program Availability and Changes

Mobile Communications are provided on an “as available” basis and may not be available in all areas or at all times. Delivery may be affected by your carrier, device, coverage, software, network availability, or other factors outside our control.

We may modify, suspend, or discontinue any Mobile Communications program at any time, with or without notice, subject to applicable law.

12. Security

We use reasonable administrative, technical, and physical safeguards designed to protect Mobile Communications information. However, no method of transmission or storage is completely secure, and we cannot guarantee the security of Mobile Communications.

13. Retention

We may retain Mobile Communications information for as long as reasonably necessary to operate and document the applicable program, provide services, comply with legal and contractual obligations, resolve disputes, enforce agreements, maintain business records, and satisfy audit, compliance, and risk-management requirements.

14. Relationship to Other Privacy Notices

This SMS/Mobile Communications Privacy Policy and Terms statement applies specifically to Mobile Communications. Other GetixHealth privacy notices, website terms, patient communications notices, client-specific notices, or healthcare-provider notices may also apply depending on the nature of the services and communications involved.

If there is a conflict between this SMS/Mobile Communications Privacy Policy and Terms and another applicable notice or agreement, the document that more specifically governs the particular communication, service, or legal obligation will control, unless applicable law requires otherwise.

15. Limitation of Liability

To the fullest extent permitted by law, GetixHealth and its parents, subsidiaries, affiliates, officers, directors, employees, agents, vendors, service providers, and representatives will not be liable for any delayed, failed, incomplete, misdirected, intercepted, or undelivered Mobile Communication; any disclosure caused by your device settings, carrier account, shared access to your device or number, or network limitations; or any damages arising from your participation in or inability to participate in Mobile Communications.

Nothing in this section limits any rights or obligations that cannot be limited under applicable law.

16. Contact Us

If you have questions about this SMS/Mobile Communications Privacy Policy and Terms or our Mobile Communications practices, please contact us at:

GetixHealth

14141 Southwest Freeway, Suite 300

Sugar Land, TX 77478

713-414-7790

privacy@getixhealth.com

https://www.getixhealth.com/policy/Security_Privacy_Policy.pdf