

Terms & Conditions and Privacy Policy for Reminders & Alerts Services

The following Terms & Conditions and Privacy Policy (these “Terms”) apply to the use of mobile phone numbers and/or email addresses (“Messaging Data”) provided by the patient or user associated with this account (“You”) by Raintree Systems, Inc. and its subcontractors (“We” or “Us”) specifically with respect to its provision of electronic message reminders and alerts (the “Service”) on behalf of your the Clinic and its network branch locations, operational partner treatment clinics and authorized service providers under the Programs For Infants & Children (Rev-Ignition) group (collectively, the “Clinic”). Messages sent via the Service may include appointment reminders, appointment confirmation requests, rescheduling options, account notifications, and post-visit care instructions.

Authorization: By opting in to receive reminders and/or alerts via the checkboxes above, You certify that You are authorized (as applicable): (a) to enroll the designated mobile phone number in the Service, (b) to incur any mobile message or data charges that may apply by participating in the Service, and (c) to enroll the designated email address in the Service. You understand that your authorization applies to all affiliated locations within the Clinic group.

Information We Collect: To facilitate the Service, We collect your phone number, consents to subscribe to reminders and alerts, and, if applicable, your email address.

What We Will Send You: You are expressly consenting to receive text, email, and/or phone messages (as applicable to your opt-ins) regarding appointment reminders, confirmations, and other communications specific to your or your child’s care at the Clinic. Messages may include embedded links or phone numbers, as determined by the Clinic.

Frequency of Messages: Message frequency varies and may depend on your enrollment and selection of different reminders and alerts. You will typically receive messages when the Clinic has information for you about your appointments or other healthcare information.

Message and data rates may apply: We do not charge a fee for the Service. However, depending on your plan, your mobile carrier may charge you for SMS messages we send you or that you send us. Some messages may include links to web URLs or secure documents, and accessing those URLs or documents may incur data charges. You are solely responsible for any messaging or data fees imposed by your carrier in connection with use of the Service.

Privacy Policy:

- We do not share consumer opt-in consent with any 3rd parties. Mobile data consent will not be shared with any 3rd parties through this SMS channel.
- We will never buy, sell or share Messaging Data with any third parties. Your data may be shared among the Clinic, Us and our authorized subcontractors specifically solely to facilitate the Service.

Customer care contact information for texts: Reply HELP for help with text message alerts. For customer support, contact your Clinic directly and they will reach out to Us as needed.

Text opt-out Instructions: You may opt out of text alerts at any time. To stop receiving text alerts, reply STOP. After replying “STOP”, you will receive one final text alert confirming that you will no longer receive text alerts. No additional text alerts will be sent unless you re-activate your enrollment.

Re-activating your Enrollment: To re-activate messaging you must inform the Clinic directly to re-enroll.

Contact Information Changes: In the event you change your mobile phone number, email address, or home phone number, you should notify the Clinic immediately by phone or by visiting the Clinic to complete a change form.

Safeguard Your Information: Messages we send may be seen by anyone with access to your mobile phone, email account, or carrier account (as applicable). Accordingly, you should take steps to safeguard your phone and messaging applications from unauthorized viewers.

Alerts Disclaimer; Delivery Not Guaranteed: Delivery of alerts is not guaranteed. We are not responsible for missed appointments, missed alerts, no-show fees charged by the Clinic, or any other liability as a result of missed Service alerts. The Service may be unavailable in certain areas or at certain times and may be affected by factors outside our control, including device settings, software updates, wireless coverage, carrier network changes, carrier equipment downtime or outages, or other technical limitations.

We are not liable for incomplete, delayed, lost, or misdirected messages, including messages filtered or blocked by your mobile carrier or service provider. SMS alerts may not be delivered if your device is out of range, if network capacity is limited or throttled, or if environmental or technical conditions interfere with transmission, such as equipment issues, terrain, buildings, natural obstructions, or weather.

You acknowledge that time-sensitive alerts may not be received in a timely manner and that neither We nor your wireless carrier guarantee delivery. Carriers are not liable for delayed or undelivered messages.

Applicability of Terms: These Terms apply only to the provision of the Service. Your Clinic may have a separate privacy policy that governs its use of your data outside the Service.

We reserve the right to modify these Terms, or any part thereof, at any time, upon notice to you via a Service message. You are free to opt-out if you do not agree to such updated Terms, and continued use of the Service after our update notice shall be deemed to constitute acceptance by You of such modified Terms.

Effective: March 2026