Website Privacy Policy

Last Updated: 2/27/25

Introduction

Welcome to Transcend Rehab & Wellness ("we," "our," "us"). We value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website [www.transcend.rehab], and any related services or features (collectively, the "Site").

By using our Site, you agree to the collection and use of information in accordance with this policy.

Information We Collect

We collect several types of information for various purposes to provide and improve our Site and services. This includes:

1. **Personal Data**
    - When you use our Site, we may ask you to provide certain personally identifiable information, such as your name, email address, phone number, and payment details.
2. **Usage Data**
    - We may also collect information about how the Site is accessed and used. This usage data may include information such as your computer's IP address, browser type, browser version, pages you visit, and the time and date of your visit.
3. **Cookies and Tracking Technologies**
    - We use cookies to track activity on our Site and hold certain information. Cookies are small files stored on your device to enhance your browsing experience. You can manage cookie preferences in your browser settings.

How We Use Your Information

We use the information we collect for various purposes, including:

- To provide and maintain our Site
- To notify you about changes to our Site or services
- To respond to your inquiries and provide customer support
- To improve, personalize, and expand our Site
- To analyze usage patterns and trends
- To send you promotional content and updates (if you have opted-in)

- To comply with legal obligations

SMS Terms of Service

By opting into SMS from a web form or other medium, you agree to receive SMS messages from Transcend Rehab & Wellness. This includes SMS messages for:

- appointment scheduling & upcoming appointment reminders,
- self care instructions,
- notification of new services or promotions, and
- billing notifications.
- Message frequency varies. Message and data rates may apply. Message HELP for help. Reply STOP to any message to opt out.

Data Sharing and Disclosure

We do not sell, trade, or rent your personal information to third parties. SMS consent is not shared with third parties for marketing purposes. However, we may disclose your information in the following situations:

- To comply with legal requirements, such as responding to a subpoena or court order
- To protect the rights, property, or safety of www.transcend.rehab, our users, or others
- With service providers who assist us in operating the Site, such as payment processors or email providers (these providers are obligated to protect your data)

Data Security

We take reasonable precautions to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, please be aware that no method of transmitting data over the internet or storing data electronically is 100% secure.

Your Privacy Rights

Depending on your location, you may have the following rights regarding your personal data:

- The right to access, update, or delete your personal information
- The right to object to the processing of your personal data
- The right to withdraw consent where we have relied on consent for processing your personal data
- The right to data portability (to receive a copy of your data in a machine-readable format)

If you wish to exercise any of these rights, please contact us at 320-318-8812.

Links to Other Websites

Our Site may contain links to external websites that are not operated by us. We are not responsible for the content, privacy practices, or security of these third-party sites. We encourage you to review the privacy policies of any third-party sites you visit.

Children's Privacy

Our Site is not intended for use by individuals under the age of 13, and we do not knowingly collect personal information from children under 13. If we become aware that we have inadvertently collected personal information from a child under 13, we will take steps to delete that information.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new policy on this page. Please review this Privacy Policy periodically for updates. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

- Email: info@transcend.rehab
- Phone: 320-318-8812
- Address: 2800 1st Street South Suite 110, Willmar, MN 56201
