

Willing Helpers Medical Clinic Website Privacy Policy

Effective date: October 27, 2027

Willing Helpers Medical Clinic (“Willing Helpers,” “we,” “our,” or “us”) is a Georgia nonprofit free medical clinic. We respect the privacy of our patients, donors, volunteers, supporters, and website visitors.

This Privacy Policy explains how we collect, use, and share personal information in connection with our website, www.willinghelpersclinic.com, general inquiries, community communications, donations, and related activities. It also describes our patient text messaging practices and your communication choices.

1. Medical information and our HIPAA notice

This website Privacy Policy is separate from our **Notice of Privacy Practices**, which explains how we use and disclose protected health information under the Health Insurance Portability and Accountability Act (“HIPAA”) and describes patients’ rights concerning that information.

When information is protected health information, our Notice of Privacy Practices and applicable health privacy laws govern its use and disclosure. This website Privacy Policy does not replace that notice, authorize disclosure of medical information, or limit your patient privacy rights.

You may request a copy of our Notice of Privacy Practices by contacting the clinic using the information below.

Please do not submit medical records, diagnoses, Social Security numbers, or other sensitive information through general website forms or ordinary email. For questions about your care, call the clinic or use our designated patient portal.

Our website, email, and text messages are not emergency services. **For a medical emergency, call 911.**

2. Information we collect

The information we collect depends on how you interact with us.

Information you provide. This may include:

- Your name, email address, telephone number, and mailing address.
- Information you include in an inquiry, volunteer interest form, event registration, or other communication.
- Your communication preferences and records of consent or opt-out requests.
- Donation information, including gift amount, date, designation, donor contact information, and transaction records.
- Order and transaction information if you purchase an item through a linked shop or fundraising activity.

If you provide information through patient intake, clinical services, or the patient portal, additional health privacy protections may apply as explained in our Notice of Privacy Practices.

Information collected automatically. Our website and its service providers may collect information such as your IP address, browser and device type, pages visited, referring website, and dates and times of visits. Cookies and similar technologies may assist with this collection.

Information from service providers. We may receive donation confirmations, event or transaction records, message delivery information, and communication preferences from providers that support our activities.

3. How we use information

We use personal information as appropriate to:

- Respond to inquiries and requests.
- Operate and maintain our website and support its security.
- Coordinate volunteer activities, events, and community programs.
- Process donations, provide acknowledgments, and maintain financial records.
- Send communications consistent with your preferences and applicable consent requirements.
- Understand website use and the effectiveness of general communications.
- Maintain consent and opt-out records.
- Meet legal obligations and address fraud, misuse, or security concerns.

Uses and disclosures of protected health information are subject to our Notice of Privacy Practices and applicable law.

4. Patient text messages through athenahealth

We use athenahealth, our electronic medical record and patient communication provider, to send patient text messages. Depending on the permissions you provide and applicable law, these may include appointment reminders and updates, health education, and notices about clinic programs or upcoming events.

Messages may be sent using automated technology. Message frequency varies based on your appointments, clinic activities, and communication preferences. **Message and data rates may apply.**

Consent. We obtain the consent required for the types of messages we send. Merely visiting our website, accepting this Privacy Policy, donating, or subscribing to email does not enroll you in text messages. Consent to optional educational, event, or promotional texts is not a condition of receiving medical care, purchasing anything, or making a donation.

Opting out. You may opt out by replying **STOP** to a text message. You may also contact the clinic at **678-625-8317** or **info@willinghelpersclinic.com** to request that texts stop or to update your preferences. We honor clear requests to stop messages in accordance with applicable law. You may receive a final confirmation of your opt-out.

Depending on how the messaging system processes your request, opting out may also stop appointment reminders and other automated patient texts. Contact the clinic to arrange another way to receive necessary communications. Opting out does not affect your eligibility for care.

Help and number changes. For messaging assistance, call **678-625-8317**. Please notify us if your telephone number changes or is reassigned.

Privacy and delivery. Ordinary text messages may be visible to anyone with access to your phone, including through lock-screen notifications, and may not provide the same privacy protections as the patient portal. Please do not send sensitive medical details by text. Delivery is not guaranteed, and replies may not be monitored continuously.

We currently use athenahealth for patient texts. We do not currently send donor fundraising texts or use Mailchimp or Network for Good to send text messages. If we introduce an additional texting program, we will provide appropriate program disclosures and obtain any required consent before enrollment.

5. Email communications and Mailchimp

We use Mailchimp to manage subscriptions and send general email communications, such as health education, upcoming events, clinic announcements, and opportunities to support our mission.

When you subscribe, we may provide Mailchimp with your name, email address, subscription preferences, and related consent information. Depending on our settings, Mailchimp may collect delivery information and information about email opens and link clicks to help us understand how communications are received.

We keep general email marketing separate from patient care communications. We do not use Mailchimp to send medical records or individualized medical advice, or to maintain lists identifying people as patients or describing their health conditions.

You may unsubscribe from marketing email using the **unsubscribe link** in an email or by contacting us. Unsubscribing from marketing email does not automatically stop donation receipts, responses to your inquiries, or separately managed patient communications. Contact the clinic if you wish to change patient communication preferences.

An email subscription does not provide consent to receive text messages.

6. Donations and Network for Good

We use Network for Good, a Bonterra service, to support donations and donor management. Donation transactions may involve that platform and its payment processing partners.

When you donate, the platform may collect your contact information, gift details, billing information, and payment information. We receive information needed to acknowledge gifts, maintain donation records, and manage donor relationships.

Payment information submitted through a donation platform is handled through that platform and its payment processors. Their privacy notices and terms also explain their handling of information.

A donation does not enroll you in text messages. You may contact us to update your donor communication preferences. We may still provide receipts and other necessary communications about a donation.

7. When we share information

We do not sell or rent personal information or donor lists.

We may share information with providers that support our operations, including website hosting, patient communications, email delivery, donation processing, payment processing, and administrative services. We limit sharing to what is appropriate for the service and apply contractual and legal protections as required.

We do not share mobile numbers, SMS opt-in information, or text messaging consent with third parties or affiliates for their own marketing or promotional purposes. We may share this information with providers that help deliver and administer our messages, subject to appropriate restrictions, or when disclosure is legally required.

We may also disclose information when required by law or valid legal process, or when legally permitted and reasonably necessary to address fraud, security incidents, or threats to safety. These provisions do not expand the circumstances in which we may disclose protected health information.

When a provider handles protected health information on our behalf, we use the agreements and safeguards required by applicable law.

8. Cookies and similar technologies

Our website and embedded services may use cookies, pixels, and similar technologies to operate website features, remember preferences, protect the site, and understand website use. Embedded donation, video, or other third-party features may also collect information when you interact with them.

You can manage or delete cookies through your browser settings. Blocking some cookies may affect website functionality. Where we provide a cookie preference tool, you may also use that tool to manage available choices.

Email communications may use similar technologies to measure delivery, opens, and link clicks. You can unsubscribe from marketing email or adjust your email application's image-loading settings.

Cookie choices and acceptance of this Privacy Policy do not constitute authorization to disclose protected health information.

9. Links and third-party services

Our website may link to a patient portal, donation platform, shop, social media page, or other external service. Those services may have separate privacy notices and terms.

Please review the notices associated with services you use. Linking to another service does not remove our own legal responsibilities for information we disclose to that service.

10. Security and retention

We use reasonable administrative, technical, and physical safeguards appropriate to the information we handle. No website, electronic communication, or storage system can be guaranteed completely secure.

We retain information for as long as reasonably necessary for the purposes described in this policy, including applicable medical-record, financial, tax, and other legal requirements. We may retain limited information about an opt-out request so that we can continue to honor it.

11. Your privacy choices and requests

You may contact us to:

- Update contact information.
- Change communication preferences.
- Ask about our privacy practices.
- Request access to, correction of, or deletion of personal information, where applicable.

We may need to verify your identity before responding. We review requests under applicable law and may need to retain information for medical, financial, legal, or other permitted purposes. A request to delete information does not automatically require deletion of medical records.

Requests concerning medical records and other protected health information are handled under our Notice of Privacy Practices and applicable law.

12. Children's privacy

Our general website is intended for adults and is not directed to children under 13. We do not knowingly collect personal information from children under 13 through general website forms.

If you believe a child has submitted personal information through our website, please contact us so we can review the matter and take appropriate action. Any information received in connection with healthcare is handled under applicable health privacy laws.

13. Changes to this policy

We may update this policy as our practices or legal obligations change. The effective date above identifies the current version. For material changes, we will provide additional notice when required by law.

Posting an updated policy does not by itself provide consent for a new use of information or a new messaging program where separate consent or authorization is required.

14. Contact us

For privacy questions, communication preferences, or requests for our Notice of Privacy Practices, contact:

Willing Helpers Medical Clinic

Attention: Executive Director

4186 Mill Street NE

Covington, GA 30014

Telephone: 678-625-8317

Email: info@willinghelpersclinic.com

Website: www.willinghelpersclinic.com

Please do not include sensitive medical information in ordinary email.

15. SMS Text Messaging Terms and Conditions

Program name: Willing Helpers Medical Clinic Patient Text Messaging

These terms apply to patient text messages sent by Willing Helpers Medical Clinic through athenahealth.

Types of messages. Depending on your consent and communication preferences, you may receive appointment reminders, scheduling updates, health education, and information about clinic programs and upcoming events. Messages may be sent using automated technology. This program does not include donor fundraising texts.

Consent to receive messages. We obtain the consent required for the messages we send. Visiting our website, receiving medical care, providing a telephone number, donating, or subscribing to email does not by itself constitute consent to every type of text message. Consent to optional educational, event, or promotional texts is not a condition of receiving care, purchasing anything, or making a donation. You may withdraw your consent at any time.

Message frequency and charges. Message frequency varies depending on your appointments, clinic activities, and preferences. Message and data rates may apply under your mobile carrier's plan. Contact your carrier with questions about your plan or charges.

How to stop messages. Reply **STOP** to a text message to opt out. You may also call **678-625-8317** or email **info@willinghelpersclinic.com** to request that messages stop. We honor clear opt-out requests in accordance with applicable law. You may receive a final text confirming your request.

Depending on how athenahealth processes your request, opting out may stop appointment reminders and other automated patient messages as well. Contact the clinic to arrange another way to receive necessary communications. Opting out does not affect your eligibility for care.

Help and support. For assistance, call **678-625-8317** or email **info@willinghelpersclinic.com**. If a message provides additional automated help instructions, you may follow those instructions.

Your telephone number. Provide a mobile number you are authorized to use and notify the clinic promptly if it changes or is reassigned. Do not enroll someone else's number without appropriate authority.

Privacy. Our handling of personal information is described in this Privacy Policy. Protected health information is also governed by our separate Notice of Privacy Practices and applicable law.

We do not sell or share mobile numbers, SMS opt-in information, or text messaging consent with third parties or affiliates for their own marketing or promotional purposes. We may disclose this information to providers that help deliver and administer our messages, subject to appropriate restrictions, or as legally required.

Ordinary text messages may be visible to others who can access your phone or see its notifications. Please do not send sensitive medical information by text. Use the patient portal or call the clinic for questions about your care.

Delivery and emergencies. Message delivery depends on your carrier and other technical factors and is not guaranteed. Messages may be delayed or undelivered, and replies may not be monitored continuously. Do not rely on text messages for urgent medical needs. **For a medical emergency, call 911.**

Changes to the program. We may change or discontinue this messaging program. If we materially change these terms, we will update the policy's effective date and provide any notice required by law. We will obtain additional consent when required before sending new categories of messages. A policy update alone does not enroll you in a new texting program.