



**Grayhawk Prosthodontics - Farzam Maleki, B.D.S., M.S., F.A.C.P.**  
7450 E. Pinnacle Peak Rd., Ste. 250, Scottsdale, AZ 85255  
(480) 538-5270 [info@grayhawkprosthodontics.com](mailto:info@grayhawkprosthodontics.com)

## **WEBSITE, SMS, AND DIGITAL PRIVACY POLICY**

This policy describes how Grayhawk Prosthodontics, P.C. handles information collected through our website, SMS messaging, and other digital communications. This policy is separate from our HIPAA Notice of Privacy Practices.

### **WEBSITE INFORMATION COLLECTION**

We may collect limited information when you interact with our website, including:

- Contact form submissions
- Appointment requests
- Basic technical information (such as browser type and access time)

We use this information only to operate our practice, respond to inquiries, and provide patient services. We do not sell or rent personal information. We do not use personal information for marketing or promotional purposes.

### **SMS / TEXT MESSAGE COMMUNICATIONS**

By providing your phone number, you consent to receive text messages from Grayhawk Prosthodontics, P.C. related to:

- Appointment reminders
- Scheduling updates
- Treatment coordination
- Billing and account matters

Message and data rates may apply. Message frequency varies based on patient interaction. You may opt out at any time by replying **STOP**. For assistance, reply **HELP**. We do not share SMS opt-in or consent data with third parties for marketing or promotional purposes.

### **DATA SHARING AND USE**

We do not sell personal information.

We may share limited information only as necessary to:

- Operate our practice
- Schedule and coordinate care
- Process payments
- Comply with legal obligations
- Respond to lawful requests such as subpoenas or court orders

We may use trusted service providers (such as billing, scheduling, IT, or communication platforms) who are contractually required to protect information and use it only to provide services to our practice.

### **DATA RETENTION**

We retain information only as long as necessary to provide services, comply with legal obligations, resolve disputes, or enforce agreements.

### **SECURITY**

We use reasonable administrative, technical, and physical safeguards to protect information collected through our website and digital systems. However, no system is completely secure. **THIRD-PARTY LINKS** Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites.

### **POLICY UPDATES**

We may update this policy from time to time. Updates will be posted on our website with a revised effective date.

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**Patient Signature**

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**Date**