

Website Privacy Policy

Effective Date: 4/23/2026

IMPORTANT SCOPE NOTICE: This policy applies **exclusively** to information collected through the website wchealth.org and our SMS/text messaging program. It does **not** replace or modify our official **Notice of Privacy Practices (NPP)**, which governs how we handle your protected health information (PHI) within our clinical practice under HIPAA.

1. Website Information Collection

When you visit wchealth.org, we may collect:

- **Voluntary Data:** Information you enter into contact forms, such as your name and email.
- **Automated Data:** We use cookies and analytics to see how the site is used. You can adjust your browser settings to refuse cookies, though some site features may not function properly.

2. Mobile Information & SMS (CTIA Compliance)

We collect mobile phone numbers specifically to provide the messaging services you have requested, such as appointment alerts and health center updates.

- **Privacy Priority: Your privacy is a priority.** We collect mobile phone numbers only when you provide them directly to us through a clear opt-in process.
- **Strict Non-Sharing: Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes.** Your consent for text messaging is unique to West County Health Centers and will not be shared, sold, or rented to any third party for their own use.

3. Messaging Consent & Control

- **Consent Mechanism:** By submitting a web form or providing your number during intake, you consent to receive messages.
- **Opt-Out:** You may opt out of receiving text messages at any time. Reply **STOP** to any message to be removed from our list.
- **Help:** Reply **HELP** for assistance or contact us at **(707) 823-3166**.

4. Third-Party Links

Our website may contain links to third-party sites (such as patient portals or health resources). We are not responsible for the privacy practices of those external sites; we encourage you to read their policies before providing personal info.

5. California Privacy Rights

As a California resident, you have the right to request access to or deletion of the personal data we collect through this website. Because we are a healthcare provider, certain data may be exempt from deletion requests if it is part of an official medical record.

6. Updates to This Policy

We may update this Website Privacy Policy from time to time. We will notify you of any changes by posting the new policy on this page with a new "Effective Date."

7. Contact Information

For questions regarding this **Website Privacy Policy**, please contact:

West County Health Centers

652 Petaluma Ave Suite H/D

Sebastopol, CA 95472

(707) 823-3166