

Privacy Policy & SMS Terms

Effective Date: September 28, 2026

SMS PRIVACY COMMITMENT: No mobile opt-in information or text message consent will be shared with third parties or affiliates for marketing or promotional purposes.

Health Pro Management 360 ("HPM 360," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy describes how we collect, use, disclose, retain, and safeguard information obtained through our website, communications, services, and text messaging program. By using our website, submitting information to us, engaging our services, or communicating with us, you acknowledge the practices described in this Privacy Policy.

1. Information We Collect

Health Pro Management 360 may collect personal and business information that you voluntarily provide to us, including:

- Name; business or organization name; mailing or business address; email address; and telephone or mobile telephone number.
- Professional, occupational, licensing, credentialing, certification, and practice information.
- Information submitted through website forms, email, telephone, text message, or other communications.
- Documents and information reasonably necessary to provide requested licensing, credentialing, compliance, administrative, consulting, or related services.
- Billing and transaction-related information.
- Other information you voluntarily provide in connection with our services.

We may also automatically collect limited technical information when you visit our website, such as IP address, browser type, device information, referring website, pages visited, and similar website usage information.

2. How We Use Information

Health Pro Management 360 may use information collected from you to:

- Provide, administer, and improve our services.
- Communicate with clients, prospective clients, healthcare professionals, business partners, and other authorized individuals.
- Process and manage licensing, credentialing, enrollment, compliance, contracting, and related administrative services.
- Request documents, information, signatures, approvals, or other materials necessary to perform services.
- Provide status updates, reminders, notifications, and responses to inquiries.
- Manage client accounts and business relationships; process billing and payment-related activities; and maintain business and compliance records.
- Protect against unauthorized activity, fraud, misuse, or security threats.
- Comply with applicable laws, regulations, professional requirements, subpoenas, court orders, or other lawful requests.
- Carry out other legitimate business purposes consistent with the reason the information was provided.

3. Disclosure of Information

Health Pro Management 360 does not sell personal information.

We may disclose personal information when reasonably necessary to provide requested services, including to licensing boards, regulatory agencies, credentialing organizations, healthcare organizations, insurance companies, payers, collaborating professionals, authorized representatives, and service providers involved in completing services requested or authorized by a client.

We may also disclose information when required by law or when reasonably necessary to protect the rights, property, security, or interests of Health Pro Management 360, our clients, or others. Service providers that process information on our behalf are expected to use the information only as necessary to provide the applicable services and subject to applicable contractual and legal requirements.

4. Mobile Telephone Numbers and SMS Consent

Health Pro Management 360 may collect mobile telephone numbers for purposes of communicating with clients, prospective clients, healthcare professionals, business partners, and other individuals who communicate with or receive services from us.

No mobile opt-in information or text message consent will be shared with third parties or affiliates for marketing or promotional purposes.

We do not sell, rent, or otherwise provide your mobile telephone number or SMS consent to third parties or affiliates for their own marketing or promotional purposes.

This restriction does not prohibit us from using service providers that assist us in delivering communications or operating our business when those providers process information on our behalf and are not permitted to use SMS consent information for their own marketing purposes.

5. SMS/Text Messaging Terms and Conditions

Consent to Receive Text Messages

If you consent to receive SMS/text messages from Health Pro Management 360, you may receive conversational and informational messages relating to our business relationship or services. Messages may include licensing and credentialing status updates; requests for documents or information; application and renewal updates; compliance-related communications; account and service notifications; appointment, meeting, deadline, or follow-up reminders; requests for signatures, approvals, or confirmations; responses to questions or inquiries; and other communications related to services you have requested or your business relationship with Health Pro Management 360.

Consent to receive text messages is not a condition of purchasing services from Health Pro Management 360.

Message Frequency

Message frequency may vary depending upon your relationship with Health Pro Management 360, the services being provided, and the nature of your communications with us.

Message and Data Rates

Message and data rates may apply according to the terms of your mobile telephone service plan. Health Pro Management 360 is not responsible for charges imposed by your wireless carrier.

Opting Out

You may opt out of receiving SMS/text messages from Health Pro Management 360 at any time by replying STOP to a text message from us. After submitting an opt-out request, you may receive a confirmation message indicating that you have been unsubscribed. We will honor applicable opt-out requests and discontinue text communications to that mobile number, except as otherwise permitted by law.

Help

For assistance with text messaging, reply HELP to a message from Health Pro Management 360 or contact us using the contact information below.

Carrier Disclaimer

Wireless carriers are not liable for delayed or undelivered messages. Delivery of SMS/text messages is subject to effective transmission by your wireless carrier and is outside the control of Health Pro Management 360.

6. SMS Consent and Website Forms

When Health Pro Management 360 requests consent to send SMS/text messages through a website or electronic form, SMS consent will be optional and will not be preselected on your behalf.

Providing a telephone number alone does not automatically constitute consent to receive informational or promotional text messages. Where express consent is required, Health Pro Management 360 will obtain consent before sending applicable SMS communications and may maintain records of that consent for compliance purposes.

7. Cookies and Website Technologies

Our website may use cookies or similar technologies to support website functionality, understand website usage, maintain security, and improve the user experience. Your browser may allow you to block or delete cookies. Disabling certain cookies may affect the functionality of portions of the website.

8. Data Security

Health Pro Management 360 uses reasonable administrative, technical, and organizational safeguards designed to protect personal information against unauthorized access, disclosure, alteration, misuse, or destruction. However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

9. Data Retention

We may retain personal information for as long as reasonably necessary to provide services, maintain appropriate business and compliance records, fulfill contractual obligations, resolve disputes, enforce agreements, and comply with applicable legal and regulatory requirements.

10. Third-Party Services and Links

Our website or communications may contain links to third-party websites, platforms, applications, or services. Health Pro Management 360 is not responsible for the privacy practices, security, content, or policies of third-party websites or services. We encourage users to review the privacy policies of any third-party service they access.

11. Children's Privacy

Health Pro Management 360's website and services are intended for business and professional purposes and are not directed toward children under the age of 13. We do not knowingly collect personal information from children under 13 through our website.

12. Your Privacy Choices

You may contact Health Pro Management 360 to request that we update or correct certain personal information maintained about you, subject to applicable legal, contractual, regulatory, and record-retention requirements.

You may also change your communication preferences or withdraw consent for certain communications. Withdrawal of SMS consent does not affect other communications that may be necessary to provide requested services or fulfill contractual, regulatory, or legal obligations through other permitted communication methods.

13. Changes to This Privacy Policy

Health Pro Management 360 may update this Privacy Policy periodically to reflect changes in our business practices, services, technology, legal requirements, or regulatory obligations. When material changes are made, we may update the effective date shown at the top of this Privacy Policy. We encourage users to review this Privacy Policy periodically.

14. Contact Us

Questions regarding this Privacy Policy, our privacy practices, or our SMS/text messaging practices may be directed to:

Health Pro Management 360

8520 Allison Pointe Blvd., Suite 223

Indianapolis, IN 46250-4299

Email: info@hpm360.com

Telephone: (888) 383-2256

Website: www.hpm360.com

For SMS assistance, reply HELP. To discontinue SMS messages, reply STOP.

Website Implementation Copy

For your web administrator / RingCentral TCR registration support

Recommended Contact-Form SMS Consent Checkbox

☐ I consent to receive conversational and informational SMS/text messages from Health Pro Management 360 regarding inquiries, services, licensing/credentialing updates, document requests, reminders, and account-related communications. Reply STOP to opt out; reply HELP for assistance. Message and data rates may apply. Messaging frequency may vary. Consent is not a condition of purchasing services. See our Privacy Policy and SMS Terms & Conditions.

Implementation Notes

- Place a visible Privacy Policy link in the website footer and near any form that collects a telephone number.
- Keep the SMS consent checkbox optional and unchecked by default.
- Do not bundle SMS consent into acceptance of unrelated terms or make SMS consent a condition of purchasing services.
- Maintain records showing how and when SMS consent was obtained, and track opt-ins and opt-outs.
- Ensure the actual RingCentral/TCR campaign use case matches the message types described in this policy and in the consent language.
- Include appropriate opt-out instructions in informational or promotional SMS messages and honor opt-out requests.

Compliance Reference

This document was prepared to align with RingCentral's published SMS registration checklist and SMS/MMS content policies reviewed September 28, 2026. RingCentral notes that its examples are guidance and do not constitute legal advice or guarantee TCR approval. Health Pro Management 360 should have legal counsel review the final website policy and consent flow for its specific business practices.

- RingCentral Support - "SMS registration: Keys to success" (reviewed September 28, 2026).
- RingCentral - "SMS/MMS Content Policies" (reviewed September 28, 2026).