PRIVACY POLICY

Integrated Orthotics and Prosthetics

Website: https://www.integratedop.com

Effective Date: October 30, 2026

Last Updated: November 2, 2026

Integrated Orthotics and Prosthetics ("we," "our," or "us") respects your privacy and is committed to protecting the personal information you provide through our website, online forms, telephone communications, and text messaging services.

This Privacy Policy explains what information we collect, how we use it, when it may be shared, and how we protect your information.

1. Personal Information We Collect

We may collect the following types of personal information when you visit our website, complete an online form, request an appointment, or communicate with us:

- **Contact Information:** Name, mailing address, email address, and telephone or mobile phone number.
- **Patient Information:** Information you voluntarily provide regarding orthotic and prosthetic services, appointment requests, medical needs, or other healthcare-related inquiries.
- **Insurance Information:** Insurance provider, policy information, and other billing-related information you voluntarily submit.
- **Communication Information:** Messages, inquiries, appointment requests, and other communications submitted through our website, email, telephone, or SMS text messaging.
- **Website Information:** IP address, browser type, device information, cookies, and general website usage data that may be collected automatically.

We only collect information reasonably necessary to respond to inquiries, provide services, operate our business, and fulfill applicable legal obligations.

2. How We Use Personal Information

We may use the information we collect for the following purposes:

- To respond to questions and requests for information.
- To schedule, confirm, and manage appointments.
- To communicate with patients and customers regarding orthotic and prosthetic services.
- To provide customer service and respond to inquiries.
- To coordinate services, insurance verification, billing, and payment activities when applicable.
- To send appointment reminders, service notifications, and other requested communications.
- To send SMS text messages when you have provided the appropriate consent.
- To improve our website, services, and customer experience.
- To comply with applicable laws, regulations, and legal obligations.

We do not sell personal information to third parties.

3. How We Share Personal Information

We may share personal information only when reasonably necessary to operate our business and provide requested services.

Information may be shared with:

- **Service Providers:** Trusted third-party companies that assist with website hosting, scheduling, communications, information technology, and business operations.
- **Healthcare and Insurance Organizations:** Healthcare providers, insurance companies, and other authorized entities when necessary to

coordinate services, verify coverage, process claims, or facilitate payment.

- **Legal and Regulatory Authorities:** When disclosure is required by law, regulation, court order, or other legal process.

Third-party service providers are permitted to access information only as necessary to perform their contracted services and are expected to protect the information appropriately.

SMS CONSENT AND MOBILE INFORMATION ARE NOT SHARED WITH THIRD PARTIES OR AFFILIATES FOR MARKETING OR PROMOTIONAL PURPOSES.

No mobile information, including SMS opt-in data and consent, will be shared with third parties or affiliates for their own marketing or promotional purposes.

All other categories of personal information exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

4. SMS Text Messaging Privacy

If you provide your mobile phone number and affirmatively consent to receive text messages from Integrated Orthotics and Prosthetics, we may use your number to send communications related to our services.

These messages may include:

- Appointment confirmations and reminders.
- Scheduling updates.
- Service-related notifications.
- Responses to questions or requests.
- Updates about your orthotic or prosthetic devices, including fitting, delivery, and repair notifications.

Message frequency may vary depending on your interactions with us.

Message and data rates may apply depending on your wireless carrier and mobile plan.

You may opt out of receiving SMS messages at any time by replying **STOP** to any message, or by any other reasonable means, such as calling or emailing us. We will honor opt-out requests promptly, and no later than 10 business days after we receive them. For assistance, reply **HELP** or contact us using the information provided below.

Consent to receive SMS messages is not a condition of purchasing any goods or services.

Your SMS consent and mobile opt-in information will never be sold, rented, or shared with third parties or affiliates for marketing or promotional purposes.

5. Email Communications

If you provide your email address, we may send you emails about your appointments, services, billing, and inquiries. We may also send newsletters or promotional emails about our services.

Every marketing or promotional email we send will clearly identify Integrated Orthotics and Prosthetics as the sender, include our physical mailing address, and contain a working unsubscribe link.

You may unsubscribe from marketing emails at any time by clicking the unsubscribe link in any marketing email or by contacting us using the information below. We will honor your request within 10 business days, and we will not sell or transfer your email address after you unsubscribe.

Unsubscribing from marketing emails does not stop transactional or relationship emails, such as appointment confirmations, billing notices, or responses to your requests.

6. Cookies and Website Tracking

Our website may use cookies and similar technologies to improve website functionality, understand visitor activity, and enhance the user experience.

These technologies may collect information such as browser type, device information, pages visited, and general website usage patterns.

You may adjust your browser settings to refuse cookies or notify you when cookies are being used. Some website features may not function properly if cookies are disabled.

7. Protection of Personal Information

We take reasonable administrative, technical, and physical measures to protect personal information against unauthorized access, disclosure, alteration, or destruction.

Access to personal information is limited to authorized personnel and service providers who need the information to perform their responsibilities.

Although we take reasonable steps to protect your information, no method of electronic transmission or storage is completely secure.

Please avoid submitting sensitive medical, financial, or insurance information through unsecured website forms or email unless specifically instructed to use an approved secure method.

8. Healthcare and Medical Information

When applicable, patient information may be subject to additional privacy protections under the Health Insurance Portability and Accountability Act (HIPAA) and other applicable healthcare privacy laws.

As a healthcare provider, Integrated Orthotics and Prosthetics handles protected health information in accordance with HIPAA requirements and our Notice of Privacy Practices.

This website Privacy Policy does not replace any separate Notice of Privacy Practices that may apply to our healthcare operations.

9. Third-Party Websites and Services

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices, content, or security of websites operated by other organizations.

We encourage visitors to review the privacy policies of any third-party websites they access.

10. Your Privacy Rights

Depending on applicable law, you may have the right to:

- Request information about the personal information we maintain about you.
- Request corrections to inaccurate personal information.
- Request deletion of certain personal information, subject to legal and regulatory retention requirements.
- Withdraw consent for certain communications, including SMS text messages and marketing emails.
- Request information about how your personal information is used or shared.

To exercise applicable privacy rights, please contact us using the information below.

11. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our business practices, website functionality, or applicable legal requirements.

Any updates will be posted on this page with a revised effective or updated date.

12. Contact Information

If you have questions about this Privacy Policy or how your personal information is handled, please contact us:

Integrated Orthotics and Prosthetics

Address: 10409 W 84th Terrace, Overland Park, KS 66214

Website: https://www.integratedop.com

Phone: 913-341-2661

Email: Info@Deckeriop.com