

Cartwheel SMS Terms & Conditions

Effective: August 24, 2026

1. Program description. Cartwheel Care Inc. (“Cartwheel,” “we,” or “us”) offers a text messaging program that sends appointment reminders, scheduling updates and other messages related to Cartwheel services to individuals who have opted in to receive them. The program is informational: we do not send marketing or promotional text messages through it.

2. Opt-in and consent. By providing your mobile telephone number and opting in, you consent to receive text messages from Cartwheel at that number, including messages sent using automated technology. Consent is not a condition of receiving Cartwheel services.

3. Message frequency. Message frequency varies.

4. Cost. Message and data rates may apply. Check with your mobile carrier for details about your plan.

5. Opting out. You can cancel at any time by replying STOP to any message you receive from us, or through any other reasonable method, including by contacting us at info@cartwheelcare.org and indicating that you no longer wish to receive text messages. After you opt out, we will send you one final message to confirm that you have been unsubscribed, and you will no longer receive messages from the program. To rejoin, opt in again as you did the first time.

6. Help and support. For assistance, reply HELP to any message from us or contact us at info@cartwheelcare.org.

7. Carrier disclaimer. Carriers are not liable for delayed or undelivered messages.

8. Privacy. Our collection and use of your personal information, including your mobile telephone number, is described in our Privacy Policy [[https://cdn.prod.website-files.com/652d3415e3dc44a9873b9dd5/6a8cadb96cf0796dd48e935c_Cartwheel_Privacy_Policy%20\(GP%20Privacy%208.17.26\).pdf](https://cdn.prod.website-files.com/652d3415e3dc44a9873b9dd5/6a8cadb96cf0796dd48e935c_Cartwheel_Privacy_Policy%20(GP%20Privacy%208.17.26).pdf)]. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, except with service providers acting on our behalf solely to deliver these messages. We do not sell mobile telephone numbers or SMS consent data. The content of any text message that constitutes Protected Health Information is governed by our HIPAA Notice of Privacy Practices [<https://docs.google.com/document/d/1QmIBs1gmbz-KFIAqPQft3nwHvV6Y1B9GNiRUMh86Nas/edit?usp=sharing>], not these SMS Terms.

9. Changes. We may modify these SMS Terms from time to time. If we make material changes, we will notify active program participants before the changes take effect (for example, by text message or by notice on our Site). Changes are effective when posted to this page.