



MiiHealth AI SMS Privacy Policy

Effective Date: July 30, 2026

MiiHealth AI respects your privacy and is committed to protecting the information you share with us in connection with our one-way SMS appointment communications and related pre-visit outreach. This Privacy Policy explains how we collect, use, disclose, and protect information when your health care provider enrolls you to receive a secure SMS message from MiiHealth AI for appointment-related care coordination.

Information We Collect

When you opt in to receive MiiHealth AI text messages via your provider, we may collect your name, mobile phone number, appointment-related information, and limited information needed to send and support the secure link used for your pre-visit intake. We may also receive technical information related to message delivery and link access so we can operate the service and support your provider's care workflow. Please see our full privacy policy for more information: <https://tinyurl.com/miihealth-ai-privacy>

How We Use Information

We use this information only to deliver appointment-related, one-way SMS messages on behalf of your provider, support the secure intake link, confirm message delivery, and provide help or support related to the messaging service. We do not use your information or your text messages for advertising, promotional marketing, or unrelated outreach.

Consent and Opt-In

You are only enrolled in these SMS messages if your provider has obtained your consent and opted you in through its scheduling, registration, or related care workflow. By providing your mobile number and consenting through your provider, you agree to receive a one-time or limited appointment-related text message from MiiHealth AI on behalf of your provider.

Opt-Out

You may opt out of receiving future messages about the appointment or service by following the instructions provided by your provider or by replying STOP where supported. Your provider may also remove you from the messaging workflow as part of your care, and once you opt out, you will no longer receive further SMS messages from MiiHealth AI for that enrollment.

Data Sharing

We may share information only as needed to deliver the service, support your provider's care operations, comply with law, or work with service providers that help us operate the messaging platform under appropriate confidentiality and security obligations. We do not sell, rent, or trade your personal information or mobile number. We do not share your information with third parties for their marketing purposes.

Message Content

Messages are limited to appointment-related care coordination and may include a secure link to begin a pre-visit intake or virtual care assistant call. Messages are one-directional and are not intended for clinical emergencies, ongoing conversation, or general customer support.

Data Security

We use reasonable administrative, technical, and organizational safeguards designed to protect the information we handle from unauthorized access, use, or disclosure. We also limit access to information to authorized personnel and vendors who need it to provide the service.

Retention

We retain information only as long as needed to provide the service, support your provider's care workflow, comply with legal obligations, resolve disputes, and maintain system integrity. Retention periods may vary depending on the provider relationship, operational needs, and applicable legal requirements.

Contact

If you have questions about this Privacy Policy or the SMS messaging service, contact MiiHealth AI at support@miihealth.ai or through the website at <https://www.miihealth.ai>.