

Here We Grow Pediatrics

Privacy Policy & SMS Messaging Terms

Effective Date: September 9, 2026

Here We Grow Pediatrics (“Here We Grow Pediatrics,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, and protect information obtained through our website, patient communications, and SMS/text messaging services.

Information We Collect

We may collect information you voluntarily provide to us, including your name, phone number, email address, mailing address, appointment information, and other information necessary to provide and coordinate healthcare services.

When you choose to receive text messages from Here We Grow Pediatrics, we may collect and retain your mobile phone number and your SMS consent or opt-in information.

How We Use Your Information

We may use the information we collect to:

- Provide and coordinate healthcare services.
- Schedule, confirm, and remind you about appointments.
- Communicate with patients and parents/guardians regarding our practice and services.
- Respond to questions, requests, and communications.
- Provide administrative and patient-service notifications.
- Send other communications for which you have provided appropriate consent.
- Maintain records and comply with applicable legal, regulatory, and healthcare requirements.

We do not sell or rent your personal information.

SMS/Text Messaging

If you voluntarily opt in to receive text messages from Here We Grow Pediatrics, you may receive messages related to your relationship with our practice, including appointment reminders, scheduling communications, patient-service notifications, requests for information, and other healthcare or administrative communications for which you have provided consent.

Message frequency may vary. Message and data rates may apply.

SMS consent is not a condition of purchasing any goods or services or receiving medical care from Here We Grow Pediatrics.

You may opt out of receiving text messages at any time by replying **STOP** to a message from us. After opting out, you may receive a confirmation message, and you will no longer receive SMS messages from that number unless you subsequently opt back in. For assistance, reply **HELP** or contact our office at **210-465-1800**.

SMS Consent and Sharing

Your consent to receive SMS/text messages from Here We Grow Pediatrics will **not be sold, rented, or shared with third parties or affiliates for their own marketing purposes**.

We may use service providers, including telecommunications and technology providers such as RingCentral, to facilitate communications on our behalf. These providers may process information as necessary to provide their services and are expected to protect information in accordance with applicable requirements.

Privacy and Healthcare Information

We take reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, use, or disclosure.

Certain information may be protected health information (PHI) under the Health Insurance Portability and Accountability Act (HIPAA) and other applicable laws. Our use and disclosure of PHI is governed by our **Notice of Privacy Practices**, where applicable.

Please do not use SMS/text messaging to communicate emergency medical information or other information requiring immediate attention. **If you are experiencing a medical emergency, call 911 or seek emergency medical care.**

Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. The updated version will be posted on our website with a revised effective date.

Contact Us

Here We Grow Pediatrics

7810 Louis Pasteur Dr., Ste. 200

San Antonio, TX 78229

Phone: 210-465-1800

Website: <https://hwgpediatrics.com/>

If you have questions about this Privacy Policy or our SMS messaging practices, please contact our office.