AUTISM CENTERS
OF NORTH CAROLINA

Website Privacy Policy

Purpose
This Privacy Policy explains how Autism Centers of North Carolina, LLC collects, uses, shares, and protects information collected through our website (www.autismcentersnc.com). It applies only to website interactions and does not replace our HIPAA Notice of Privacy Practices.

Information We Collect
While using our website or SMS services, you may be asked to provide certain identifiable information. Some examples of voluntarily provided information that we may collect include information about your child (age, diagnoses, general concerns), insurance information, consultation requests, and employment application information. We may also collect data automatically shared from any device (including mobile devices) used to connect to our website, including technical information such as IP address, browser type, pages visited, and cookies.

How We Use Information
To respond to inquiries, schedule consultations, verify insurance, process employment applications, improve our website, communicate with families, and comply with legal obligations.

Sharing Information
We do not sell personal information. We may share information with trusted vendors, as required by law, or as necessary to operate our website and respond to requests.

SMS Terms & Conditions
SMS users can expect communications regarding appointment reminders, scheduling updates, and clinical operating hour modifications. SMS consent is not shared with third parties or affiliates. Messaging frequency may vary. Message and data rates may apply. To opt out at any time, text STOP. For assistance, text HELP or visit our website at www.autismcentersnc.com.

Children's Privacy
Our website is intended for parents, guardians, caregivers, and professionals. We do not knowingly collect information directly from children under 13.

Security
We maintain reasonable administrative, technical, and physical safeguards but cannot guarantee absolute internet security.

Changes
We may update this policy periodically. Changes become effective when posted.

AUTISM CENTERS

OF NORTH CAROLINA

SMS Messaging Terms & Conditions

Program Description

When you opt in to receive text messages from Autism Centers of North Carolina**]**, you agree to receive SMS/MMS communications related to your child's care and clinic operations. These messages may include appointment reminders, schedule changes, therapist arrival notifications, intake updates, billing alerts, and general clinic announcements.

Consent & Opt-In

By providing your mobile phone number and checking the consent box on our intake form, you expressly consent to receive recurring automated and non-automated text messages from ***Autism Centers of North Carolina*** *at the phone number provided. Your consent to receive text messages is not a condition of receiving therapy or any other services from our clinic.*

HIPAA & Privacy Notice

Standard SMS text messaging is not an encrypted form of communication. While Autism Centers of North Carolina limits the information shared via text to basic operational details (such as appointment times), there is an inherent risk that third parties could intercept unencrypted messages. By opting in, you acknowledge and accept this risk. Please do not send sensitive medical histories, clinical notes, or urgent behavioral emergencies via text message. **If you are experiencing a medical or behavioral emergency, please call 911 or go to the nearest emergency room.**

Message Frequency

Message frequency varies depending on your therapy schedule, appointment changes, and account activity.

AUTISM CENTERS

OF NORTH CAROLINA

Cost & Carrier Disclaimer

Autism Centers of North Carolina does not charge a fee for this service; however, standard message and data rates may apply from your mobile carrier. Carriers are not liable for delayed or undelivered messages.

How to Opt Out

You can cancel SMS messages at any time. Simply reply **STOP** to any text message you receive from us. After you send **STOP**, we will send one final text message to confirm that you have been unsubscribed. Following this confirmation, you will no longer receive SMS messages from us unless you opt back in.

How to Get Help

If you are experiencing issues with the messaging program, reply **HELP** to any message for assistance, or contact our office directly at **984-439-2290** or visit our website https://autismcentersnc.com/.

Privacy Policy

Your privacy is important to us. Mobile phone numbers and opt-in consent data will never be sold, rented, or shared with third parties or affiliates for marketing or promotional purposes. For more details on how we protect your information, please review our full Privacy Policy https://autismcentersnc.com/wp-content/uploads/2026/11/ACNC-Privacy-Policy.pdf or visit our website https://autismcentersnc.com/.