

Privacy Policy

Austin Imaging and Lab

Austin Imaging and Lab (“we,” “our,” or “us”) values your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and share information when you visit our website, communicate with us, or use our services, including SMS messaging and AI-assisted communications.

1. Information We Collect

We may collect the following types of personal information:

- **Personal Information:** Name, phone number, email address, mailing address, and date of birth
- **Health Information:** Information necessary to provide imaging and laboratory services, in accordance with applicable healthcare laws
- **Communication Information:** Information provided through phone calls, SMS/text messages, website forms, emails, or interactions with our AI receptionist
- **Technical Information:** IP address, browser type, device information, and website usage data

2. How We Use Personal Information

We use personal information to:

- Schedule appointments and provide imaging and laboratory services
- Communicate with you regarding appointments, results, billing, and customer service
- Send appointment reminders, confirmations, and service-related messages via phone or SMS
- Respond to inquiries using live staff or AI-assisted receptionist tools
- Improve our services, operations, and website functionality
- Comply with legal, regulatory, and healthcare requirements

3. AI-Assisted Communications

We may use AI-powered tools, including an AI receptionist, to assist with answering calls, responding to messages, and routing inquiries. These tools are used **only to support communication and customer service** and operate under confidentiality and security safeguards.

AI tools do not make medical decisions and do not replace licensed healthcare professionals.

4. How Personal Information Is Shared

We do **not** sell or rent your personal information.

We may share personal information only with:

- Healthcare providers involved in your care
- Service providers that support our operations (such as phone, SMS, scheduling, or communication platforms like RingCentral)
- Legal or regulatory authorities when required by law

All service providers are required to protect your information and use it only for authorized purposes.

5. SMS/Text Messaging Consent

If you consent to receive SMS/text messages from Austin Imaging and Lab:

- Messages may include appointment reminders, scheduling updates, and service-related notifications
- Message and data rates may apply
- You may opt out at any time by replying **STOP**

SMS consent is not shared with third parties or affiliates.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, disclosure, or misuse.

7. Your Privacy Rights

You may request access to or correction of your personal information, subject to applicable laws. To make a request, please contact us using the information below.

8. Updates to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

9. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact:

Austin Imaging and Lab

 Phone: 512 662 3621

 Email: austinimagingandlab@gmail.com