

Lymphwell Privacy Policy

Effective Date: 07/22/2026

At Lymphwell, we value your trust and are committed to protecting your personal information. This Privacy Policy explains what information we collect, how we use it, how we protect it, and your choices regarding your information.

Information We Collect

We may collect personal information that you voluntarily provide to us, including:

Name, Mailing address, Email address, Phone number, Date of birth, Insurance information
Medical information necessary to provide physical therapy and related healthcare services
Payment and billing information, Information submitted through our website, online forms, or appointment requests.

We may also automatically collect certain information when you visit our website, including:

IP address, Browser type, Device information, or Website usage information through cookies or similar technologies

How We Collect Information

We collect information when you:

Schedule an appointment, Complete patient intake, or registration forms
Contact us by phone, email, text message, or through our website, Submit online forms,
Receive treatment at our clinic, Communicate with our staff, or Browse our website

How We Use Your Information

Your information may be used to:

Schedule and manage appointments, Provide physical therapy and healthcare services,
Communicate with you regarding appointments, treatment, and billing, Verify insurance eligibility and process claims, Respond to questions and requests, Improve our website and patient experience, Comply with applicable legal and regulatory requirements
We will obtain your authorization before using your information for purposes not otherwise permitted.

How We Share Information

Lymphwell does not sell your personal information.

We may share your information only as necessary with:

Healthcare providers involved in your care, Insurance companies and third-party payers,
Billing and payment processors, Service providers who assist in operating our business and are contractually obligated to safeguard your information, Government agencies or legal authorities when required by law

SMS Communications

SMS consent and phone numbers are never shared with third parties or affiliates for marketing purposes of any kind. You will be asked for consent to text by our scheduling team at the time we schedule your evaluation. If you consent to receive SMS messages from Lymphwell, you agree to receive appointment reminders, scheduling updates, care-related notifications, and other healthcare-related communications via SMS.

Reply STOP to opt out at any time. Reply HELP for assistance. Message and data rates may apply. Messaging frequency may vary. Visit <https://www.lymphwell.com> and select Privacy Policy/Terms and conditions at the bottom of any page to view our Privacy Policy and Terms and Conditions.

Protecting Your Information

We take reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, use, disclosure, or destruction. As a healthcare provider, we also comply with applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA), where applicable.

Cookies and Website Analytics

Our website may use cookies or similar technologies to improve functionality, analyze website traffic, and enhance your browsing experience. You may disable cookies through your browser settings, although some website features may not function properly.

Your Rights

Depending on applicable law, you may have the right to:

- Request access to your personal information
- Request corrections to inaccurate information of your personal demographics
- Request restrictions on certain uses or disclosures where permitted by law
- Withdraw consent for certain communications
- Request information regarding our privacy practices

Changes to This Privacy Policy

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

Contact Us

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

Lymphwell

301 Denali Pass, Ste 2, Cedar Park, TX 78613

Phone: 512.665.3288

Email: lindy.ditmore@lymphwell.com

Website: <https://lymphwell.com>

By using our website or providing your information to Lymphwell, you acknowledge that you have read and understand this Privacy Policy.