PRIVACY POLICY

DAMIEN TAVARES MD, LLC

Last Updated: November 1, 2026

1. Introduction

This Privacy Policy describes how **DAMIEN TAVARES MD, LLC** ("we," "us," or "our") collects, uses, and discloses information through our websites, including painhawaii.com, sgbhawaii.com, and prphawaii.com, as well as through our communications with patients and website visitors.

2. Information We Collect

We collect personal information that you voluntarily choose to provide to us, such as your name, contact details, appointment requests, messages, and other information submitted through our websites or direct communications. If you provide health or medical information, we handle it in accordance with applicable federal and state privacy laws and our separate Notice of Privacy Practices, where applicable.

We may also automatically collect certain technical information when you interact with our websites, including your IP address, browser type, device information, pages viewed, and general website usage data through cookies or similar technologies.

3. How We Use Information

We use the information we collect to:

- Respond to your inquiries and requests
- Schedule, manage, and confirm medical appointments
- Provide healthcare-related services and patient care
- Operate, maintain, and improve our websites and services
- Maintain technical security and protect against legal liability
- Comply with applicable legal and regulatory obligations

4. Text Messaging (SMS) Terms & Conditions

If you provide your mobile phone number and consent to receive text messages from **DAMIEN TAVARES MD, LLC**, we may send you SMS communications related to:

- Appointment scheduling, reminders, changes, or cancellations
- Practice or patient-service updates
- Follow-up communications and responses to direct inquiries

Program Terms & Details

- **Message Frequency:** Message frequency varies based on your appointments and interactions with our practice.
- **Cost:** Message and data rates may apply.
- **Voluntary Consent:** Consent to receive text messages is completely voluntary and is not a condition of receiving medical care or purchasing any services. Opting out of text messaging will not affect your ability to receive healthcare from us.

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- **Opt-Out (STOP):** You may opt out of receiving text messages at any time by replying STOP to any message. Upon sending STOP, you may receive one final confirmation message acknowledging your unsubscription.
- **Customer Support (HELP):** For assistance or questions regarding text messaging, reply HELP to any message or call us directly at 808-445-9172.

SMS Privacy & Anti-Sharing Disclosure
No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties under any circumstances. We may share mobile data only with messaging vendors/service providers as strictly necessary to deliver and support our text communications, or when required by law. Such providers are bound by strict obligations to use the data solely for delivering our contracted services.

5. When We Share Information
We do not sell personal information. We may share non-health information with authorized third-party vendors and service providers who assist us in operating our websites, managing communications, and running our business, subject to appropriate confidentiality safeguards.

We may also disclose information if required by law, court order, or governmental regulation, or to protect the safety, rights, or property of our patients, business, or the public. Any handling of Protected Health Information (PHI) is strictly governed by HIPAA, applicable healthcare privacy laws, and our separate Notice of Privacy Practices.

6. Cookies and Website Technologies
Our websites use cookies, pixel tags, and similar technologies to support site functionality, analyze web traffic, and optimize performance. You may set your web browser to refuse cookies or alert you when cookies are being sent; however, disabling cookies may cause some features of our websites to function improperly.

7. Data Security and Retention
We maintain administrative, technical, and physical safeguards designed to protect personal information against loss, misuse, or unauthorized access. However, no method of transmission over the internet or electronic storage is 100% secure, and absolute security cannot be guaranteed. We retain personal information for as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law.

8. Your Choices & Rights
You may contact us at any time to review, update, or correct your contact information, or to ask questions regarding this policy. You may also manage your SMS preferences as described in Section 4 above.

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9. Third-Party Websites

Our websites may contain links to external third-party websites. We are not responsible for the privacy practices, policies, or content of external sites. We encourage you to review the privacy policies of any third-party website you visit.

10. Children's Privacy

Our websites are not intended for or directed to children under 13 years of age. We do not knowingly collect personal information online from children under 13 without verifiable parental consent where required by law.

11. Changes to This Policy

We reserve the right to modify or update this Privacy Policy at any time. The "Last Updated" date at the top of this policy indicates when changes were last made. Any revised Privacy Policy will be posted on our websites immediately upon becoming effective.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact:

DAMIEN TAVARES MD, LLC
2226 Liliha Street, Suite 407
Honolulu, HI 96817

Phone: 808-445-9172