

Stern at Home Therapy Acceptable Use Policy

Effective Date: March 9, 2026

Last Updated: March 9, 2026

1. Overview

This Acceptable Use Policy (“Policy” or “AUP”) governs the use of messaging services, communication platforms, software, and related tools used by Stern at Home Therapy (collectively, the “Services”).

These Services may include text messaging, email communication, recruitment outreach, scheduling communication, and other electronic messaging systems used to communicate with patients, clinicians, students, and job candidates.

By accessing or using these Services, employees, contractors, vendors, and authorized users agree to comply with this Policy.

Stern at Home Therapy reserves the right to suspend or terminate access to messaging systems or related Services if this Policy is violated.

2. Compliance With Laws

Users of Stern at Home Therapy communication systems must comply with all applicable federal, state, and local laws and regulations related to electronic communications.

This includes, but is not limited to:

- The Telephone Consumer Protection Act (TCPA)
- Anti-spam and electronic messaging regulations
- Privacy and data protection laws
- Healthcare privacy requirements where applicable
- Employment and recruitment communication regulations

Users are responsible for understanding and complying with applicable messaging and communication regulations.

3. Messaging Consent Requirements

Before sending text messages or other electronic communications through Stern at Home Therapy systems, users must ensure appropriate consent has been obtained when required.

Users agree to:

- Contact only individuals who have provided consent or have an established professional or business relationship.
- Clearly identify Stern at Home Therapy when sending communications.
- Provide recipients with a clear method to opt out of text messages, such as replying “STOP”.

- Immediately honor all opt-out requests and remove individuals from future messaging lists.
- Avoid sending excessive or repetitive messages that could be considered spam.

Failure to follow messaging consent requirements may result in suspension of messaging privileges.

4. Appropriate Use of Communications

Messaging systems provided by Stern at Home Therapy are intended for legitimate business purposes including:

- Communication with clinicians and staff
- Communication with patients regarding services or scheduling
- Recruitment outreach to job candidates
- Communication with students, clinical partners, or healthcare organizations

Users must ensure communications remain professional, accurate, respectful, and relevant to legitimate business purposes.

5. Prohibited Uses

Users may not use Stern at Home Therapy communication systems for activities that are unlawful, harmful, or inappropriate.

Prohibited activities include, but are not limited to:

Illegal or Fraudulent Activity

- Violating any applicable law or regulation
- Fraud, scams, or deceptive messaging
- Impersonating another individual or organization

Harassment or Offensive Content

- Harassment, threats, or abusive language
- Discriminatory or hateful content
- Obscene or inappropriate material
- Defamatory statements

Unsolicited Messaging or Spam

- Sending bulk unsolicited messages without appropriate consent
- Sending messages to individuals who have opted out
- Using purchased, scraped, or unauthorized contact lists

Misuse of Personal Information

- Collecting, sharing, or distributing personal information without proper authorization or legitimate business purpose.

6. Security and System Integrity

Users may not attempt to compromise the security or performance of Stern at Home Therapy systems.

Prohibited actions include:

- Attempting to gain unauthorized access to systems or accounts
- Circumventing authentication or security measures
- Uploading malware, viruses, or malicious code
- Disrupting or interfering with the operation of messaging systems

Users must safeguard login credentials and immediately report suspected security incidents.

7. Responsibility for Account Use

Individuals with access to Stern at Home Therapy systems are responsible for all activity conducted under their accounts.

Users must:

- Maintain the confidentiality of login credentials
- Use messaging systems only for authorized purposes
- Ensure any authorized users follow this Policy.

8. Enforcement

Stern at Home Therapy reserves the right to investigate suspected violations of this Policy.

If a violation occurs, Stern at Home Therapy may take appropriate action, including:

- Issuing warnings
- Suspending messaging privileges
- Restricting access to systems
- Terminating access or employment where applicable
- Reporting unlawful activity to authorities if necessary.

9. Policy Updates

Stern at Home Therapy may update this Acceptable Use Policy from time to time to reflect changes in laws, regulations, or business practices.

Updated versions will be posted with a revised "Last Updated" date. Continued use of company communication systems constitutes acceptance of the updated Policy.

10. Contact Information

For questions regarding this Acceptable Use Policy, please contact:

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