

Grifols SMS Terms

These SMS Terms of Service (the “SMS Terms”) govern the provision, receipt, and delivery of text messages by or on behalf of Biomat USA, Inc. Biomat Holdings, LLC, BPC Plasma, Inc. and its affiliates under common ownership and control (“Grifols,” “we,” “us,” or “our”). Depending on the consent you’ve provided, our text messages (the “Grifols Texts”): (1) provide you with information you requested from us; (2) provide updates regarding appointments, donations, or other transactions with us; and/or (3) provide you with marketing or promotional content that may interest you.

E-SIGN Disclosure and Agreement

By providing your consent to receive Grifols Texts (as described below), you also consent to the use of an electronic record to document your agreement. You may withdraw your consent to the use of the electronic record by emailing us at us-privacysrights@grifols.com with “Revoke Electronic Consent” in the subject line.

To view and retain a copy of this disclosure or any information regarding your enrollment in this program, you will need (i) a device (such as a computer or mobile phone) with a web browser and Internet access and (ii) either a printer or storage space on such device. For a free paper copy, or to update our records of your contact information, email us at us-privacysrights@grifols.com with contact information and the address for delivery.

Agreement and Consent to Receive Grifols Texts

You can provide us with your consent to receive Grifols Texts in multiple ways, such as by providing us with your phone number at registration, requesting information about our products, making donation appointments or other transactions with us, through settings in our mobile apps (such as DonorHub), or by opting into receiving marketing Grifols Texts. By providing your consent, you agree to these SMS Terms, and any terms of service applicable to the Grifols service(s) you use or engage with (e.g. the Grifols Plasma Conditions of Use[[Conditions of Use \(grifolsplasma.com\)](#)], AlphaID Terms of Use[[Terms of Use | AlphaID At Home Genetic Health Risk Service](#)]) (collectively, the “Grifols Terms”), and Grifols’s Privacy Policy[[a4f772d0-54f9-ca00-232c-f863858a2e55 \(grifols.com\)](#)].].

By providing consent, you authorize us to use automated or nonautomated technology to send Grifols Texts to the number associated with your consent. You may opt into receiving Grifols Texts with marketing content, and consent to receiving marketing texts is not a condition of purchase.

If you authorize us to send you text messages, we will not sell or disclose that consent to third parties so that third parties can send you their own promotional or marketing texts. We otherwise do not sell or disclose your mobile phone number to third parties for their own promotional or marketing purposes.

Eligibility

By consenting to receive Grifols Texts, you represent that you are 18 years of age or older and understand the obligations and agree to the terms set forth in these SMS Terms and the Grifols Terms. You further represent that you are the subscriber to the relevant phone number or that you are the customary user of that number on a family or business plan and for which you are authorized to opt into Grifols Texts.

Costs of Grifols Texts

Grifols does not charge you for Grifols Texts. But message and data rates may apply, so depending on your plan with your wireless or other applicable provider, you may be charged by your carrier or other applicable provider.

Frequency of Text Messages

We may send you an initial message confirming your enrollment in Grifols Texts. After that, you will receive recurring text messages, and the specific amount may vary depending on how you use our services (e.g. whether you reply with HELP, the number of donation appointments you make).

Participating Carriers

Grifols Texts are supported on all U.S. carriers. The supporting mobile carriers may change without notice, and the particular Grifols Texts program you join, including those operated through a different number, may be limited to specific carriers. Grifols and the mobile carriers (for example, T-Mobile) are not liable for delayed or undelivered messages. Grifols Texts may not be compatible with all cell phone models.

Opting out of Grifols Texts

For services operated through 65083, you can get help by texting HELP to 65083, and you can opt out by texting STOP to 65083. For Grifols Texts operated through a different number, text HELP to that number for help and STOP to that number to opt out. We may not recognize other opt-out commands, and you agree that we are not responsible if you submit opt-out commands that do not comply with these SMS Terms. Your opt-out request may generate either a confirmation text or a texted request to clarify the Grifols Texts program to which it applies (if you have more than one).

Modifications to these SMS Terms

We reserve the right to modify these SMS Terms, or any part thereof, or add or remove terms at any time, and such modifications, additions or deletions will be effective immediately upon posting. Your continued enrollment in Grifols Texts shall be deemed to constitute acceptance by you of such modifications, additions, or deletions.

Contact Us

For more information, please contact us at us-privacysrights@grifols.com.

Last Updated: February 25, 2025