

# Privacy Policy

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## Our Legal Duties

Under federal and Arizona law, we are required to:

- Protect the privacy of your Protected Health Information (PHI)
- Give you this Privacy Policy
- Follow the terms of this notice

This policy applies to all records related to your care, whether created by your counselor, supervisor, or authorized personnel.

## **About the Provider and Supervision**

Counseling services are provided by:

**Kaitlyn Hindes, Licensed Associate Counselor (LAC)**

Arizona License #: **LAC-20507**

Under the clinical supervision of:

**Shawn Backs, Licensed Professional Counselor (LPC)**

Arizona License #: **LPC-16512**

## **What Supervision Means for You**

Arizona law requires Licensed Associate Counselors to work under supervision. This means:

- The supervising LPC has full access to clinical records
- Records may be reviewed for supervision, training, ethical oversight, and legal compliance
- The supervising LPC shares professional responsibility for your care
- Both the LAC and LPC are required to protect your confidentiality under HIPAA and Arizona law

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## **What Information We Protect**

Protected Health Information (PHI) includes information that identifies you and relates to your counseling services, such as:

- Intake paperwork and assessments
- Diagnoses and treatment plans
- Progress notes
- Appointment information
- Billing or insurance records
- Telehealth session information
- Communications related to your care

## **Psychotherapy Notes**

Psychotherapy notes are kept separate from your general clinical record and receive extra protection under the law. These notes are not shared without your written permission, except when required by law.

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## **How We May Use or Share Your Information**

### **For Treatment**

We may use or share information to:

- Provide counseling services
- Consult with the supervising LPC
- Coordinate care with other healthcare providers involved in your treatment

### **For Payment**

We may use or share information for:

- Billing and payment processing
- Insurance claims or eligibility checks
- Collections, if necessary

### **For Practice Operations**

We may use information for:

- Required clinical supervision
  - Quality assurance
  - Practice management
  - Legal or ethical reviews
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## **When Disclosure Is Required by Arizona Law**

We may be required to share information without your permission in certain situations, including:

- Reporting abuse or neglect of a child, vulnerable adult, or disabled person

- When there is a serious and immediate threat of harm to you or others
  - Court orders, subpoenas, or legal proceedings
  - Licensing board investigations or audits
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## Uses That Require Your Written Permission

Your written authorization is required before we share information for purposes such as:

- Release of information to employers
- Release to schools
- Disclosure to attorneys (unless court-ordered)
- Any non-treatment-related disclosures

You may revoke your authorization in writing at any time.

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## Telehealth and Electronic Communication

If telehealth or electronic communication is used:

- We use HIPAA-compliant platforms
- No electronic system is completely risk-free
- Email and text messaging may not be fully secure
- You are responsible for maintaining privacy on your end (private location, secure device)

By using telehealth services, you acknowledge and accept these risks.

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## Your Rights

You have the right to:

- **Access your records**  
Request copies of your records (reasonable fees may apply)
- **Request corrections**  
Ask us to correct information you believe is inaccurate

- **Request limits**  
Ask us to limit how your information is used or shared
- **Request confidential communication**  
Ask us to contact you in a specific way or location
- **Receive a list of disclosures**  
Request an accounting of certain disclosures
- **File a complaint**  
Without fear of retaliation

Requests must be submitted in writing.

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## **Record Retention**

In accordance with Arizona professional standards:

- Adult records are kept for at least 7 years after the last session
  - Minor records are kept for at least 7 years after the minor turns 18
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## **How We Protect Your Information**

We use reasonable safeguards to protect your information, including:

- Secure electronic record systems
  - Locked physical storage
  - Access controls
  - Ongoing supervision and training
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## **Changes to This Policy**

We may update this Privacy Policy from time to time. The most current version will always be available on our website and upon request.