Privacy Notice

This notice describes how Consumer Services Inc., dba Taylor Life Center may use and disclose your personal information for business, treatment and billing purposes and your rights in relation to these uses. Please review the following description carefully.

We understand that information about you and your mental health and/or substance use treatment is personal. We are committed to protecting mental health information about you.

Information We Collect

- We create a record (paper and electronic) of the care and services you receive from us. We need this record to provide you with quality care and to comply with certain legal requirements.
- Your record includes your date of birth, gender, ID number, other personal information, and documentation about the services and treatment provided to you by Taylor Life Center.
- For communication purposes, we collect your email and mobile number. You can consent or decline to receive communications via these methods.
- We send or receive bills, reports from your doctor, and other data about your medical care.
- This notice applies to all the records generated by Taylor Life Center, either directly or through telecommunication carriers we contract with.

SMS (Text) and Mobile Information

When you consent to communication via email or mobile text messaging:

We collect:

- Your consent to be texted, including how and when you gave it, and any opt-out requests.
- Call records such as date, time, duration, and numbers, and call recordings where you are notified that a call is recorded.
- Text message conversations are private between the direct parties involved and messages are stored locally on the phone transmitting and receiving the messages. The content of text messages you exchange with our staff, along with dates, times, and the numbers involved may be requested for compliance and review.

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- Technical data from our website, such as IP address and browser type, collected through cookies and similar tools.

Information sharing with subcontractors in support services, such as customer service and message delivery providers, is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Text messages sent to our business line may be viewed by authorized staff who handle customer communications, so that anyone on our team can help you. Staff access is limited to business purposes.

Your Choices with Text Messaging

Text messages: Reply STOP at any time to stop receiving texts from our business line. Reply HELP for help. You can also call 866-975-2995 or email contact@taylorlifecenter.org

Data Retention and Security

We may keep messages and call records for a 1-year retention period, and consent opt-out records for as long as required by law. We use reasonable administrative, technical, and physical safeguards to protect your information. Please do not send passwords, credit card payment numbers, or other highly sensitive information by text.

Our Privacy Commitment to You

We are required to give you notice of our privacy practices. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for purpose of treatment, payments, business operations —such as quality reviews—and to business associates who are performing services for you on our behalf. We also use and disclose this information when we are required by law to do so, such as to avert a serious threat to health or safety, to workers' compensation when applicable, and in response to court orders of any kind. Information may also be released to coroners, medical examiners and funeral directors.

Treatment: We may disclose medical information about you to coordinate your health care between Taylor Life Center treatment sites that may serve you. For example, your psychiatrist may notify your case manager about a change in your medications.

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Payment: We may use and disclose information so the care you receive may be properly billed and paid for. For example, we may provide documentation to your insurance company about the dates and types of services that we have provided to you.

Business: We may use your personal information as a part of doing business. For example, we may use information about you and the treatment you receive to check the quality of the services provided and develop methods to improve our services.

Exceptions: For certain kinds of records, your permission may be needed for release for treatment, payment and business operations. For example, Taylor Life Center may not use or disclose your personal health information for marketing or sales purposes without your written permission. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

As required by law: We will release information when we are required by law to do so. Examples of such release would be for criminal investigations by law enforcement or national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety or in other kinds of emergencies.

With your permission: If you give us permission in writing, we may use and disclose your personal information. Other than the treatment, payment, and business operations uses described in this notice, Taylor Life Center must obtain your written permission for any use and/or disclosure of your personal health information. If you give us permission, you have the right to change your mind and revoke it. This must be in writing, also. We cannot take back any uses or disclosures already made with your permission.

Your Privacy Rights

- Your right to receive notification when there is a breach of your unsecured personal health information: If there is ever a time when your personal health information is disclosed to anyone without a need or right to know that information, Taylor Life Center will notify you of that breach.

- Your Right to Inspect and Copy: In most cases, you have the right to look at or get copies of your records. Usually, this includes medical and billing records but does not include psychotherapy notes. We may deny your request. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by Taylor Life Center will review

your quest and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review. You may be charged a fee for the cost of copying your records.

- Your Right to Amend: You may ask us to change your records if you feel that there is a mistake. We can deny your request for certain reasons. For example, if the information was not created by us; is not part of your medical information kept by or for Taylor Life Center; is not part to the information which you would be permitted to inspect or copy, or is inaccurate or incomplete. We must give you a written reason for our denial.

- Your Rights to Request Restrictions on Our Use or Disclosure of Information: You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. Your written request must specify how or where you wish to be contacted. You do not have to explain the basis for your request.

- Your right to privacy in psychotherapy: If you receive psychotherapy services from Taylor Life Center, it is your right that any notes taken by the therapist during the session may not be further disclosed without your written permission.

- Your right to opt out of fundraising communications: Taylor Life Center does not raise funds through fundraising drives. However, you have the right to opt out of fundraising communications from Taylor Life Center.

- Your right to restrict disclosures to your health plan: In cases where you (or somebody other than your health plan) pay Taylor Life Center for your services in full, you have the right to restrict disclosures of some of your personal health information to your health plan.

Changes To This Notice

We reserve the right to revise this notice. A revised notice will be effective for medical information we already have about you, as well as any information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. This notice will contain the effective date. In addition, when you register to begin treatment at

Taylor Life Center, we will offer you a copy of the notice in effect at that time. You will be required to sign a notice that you received this notice.

How to Use Your Rights Under This Notice

If you want to exercise your rights under this notice, you may call us or write to us. All requests to us must be in writing, we will help you prepare your written request, if you wish.

Complaints to the Federal Government: If you believe that your privacy rights have been violated, you have the right to file a complaint with the federal government. You may write to:

Office of Civil Rights

Department of Health and Human Services

200 Independence Avenue, S.W.

Washington D.C., 20201

Phone: (866) 627-7748

TTY: (886) 788-489

E-mail: ocrprivacy@hhs.gov

You will not be penalized for filing a complaint with the federal government.

Complaints and Communications to Taylor Life Center: If you want to exercise your rights under this notice, or if you wish to communicate with us about privacy issues, or if you wish to file a complaint, you can write to:

Taylor Life Center

525 Okemos Street

Mason, MI 48854

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