

NOTICE OF PRIVACY PRACTICES

Effective Date: September 28, 2026

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Kander Counseling and Consulting PLLC is committed to protecting the privacy and security of your protected health information (PHI). This Notice explains how information about your mental health care may be used and disclosed, your rights regarding that information, and Kander Counseling and Consulting PLLC's legal responsibilities.

YOUR RIGHTS

- **Get an electronic or paper copy of your health record.** We generally will provide a copy or summary within the time required by law. A reasonable, cost-based fee may apply.
- **Ask us to correct your health record.** You may ask us to correct information you believe is incorrect or incomplete. We may deny the request in certain circumstances, but we will explain why in writing.
- **Request confidential communications.** You may ask us to contact you in a specific way or at a specific location. We will accommodate reasonable requests.
- **Ask us to limit what we use or disclose.** You may ask us not to use or share certain health information for treatment, payment, or health care operations. We are not always required to agree. If you pay for a service in full out of pocket, you may ask us not to disclose information about that service to your health plan for payment or health care operations, and we will honor that request unless disclosure is required by law.
- **Receive an accounting of certain disclosures.** You may ask for a list of certain disclosures of your health information made during the six years before your request, subject to legal exceptions.
- **Receive a paper copy of this Notice.** You may ask for a paper copy at any time, even if you agreed to receive the Notice electronically.
- **Choose someone to act for you.** A legally authorized personal representative, such as a person with medical power of attorney or a legal guardian, may exercise rights on your behalf.
- **File a complaint.** You may complain if you believe your privacy rights have been violated. We will not retaliate against you for filing a complaint.

YOUR CHOICES

For certain health information, you may tell us your preferences about what we share. When applicable, you may direct us regarding disclosures to family members, friends, or others involved in your care or payment for your care. In emergencies or when you are unable to state a preference, we may share information when permitted by law and when we determine it is in your best interest.

USES AND DISCLOSURES WITHOUT YOUR WRITTEN AUTHORIZATION

Treatment: We may use and disclose your PHI to provide, coordinate, or manage your care. For example, when legally permitted, information may be shared with another health care professional involved in your treatment.

Payment: We may use and disclose PHI to bill and obtain payment for services. For example, if you use health insurance, we may provide information to your health plan as needed to process a claim or determine coverage.

Health Care Operations: We may use and disclose PHI to operate the practice and improve care. For example, information may be used for quality assessment, compliance activities, business management, supervision, credentialing, or auditing as permitted by law.

We may also use or disclose PHI when permitted or required by law, including for certain public health and safety activities, health oversight activities, judicial or administrative proceedings, law enforcement purposes, workers' compensation, and other government functions. Mental health records may receive additional protection under Texas law, and Kander Counseling and Consulting PLLC will follow applicable state and federal requirements.

USES AND DISCLOSURES THAT GENERALLY REQUIRE YOUR WRITTEN AUTHORIZATION

Kander Counseling and Consulting PLLC generally will obtain your written authorization before using or disclosing PHI for purposes not described in this Notice or otherwise permitted by law. Most uses and disclosures of psychotherapy notes, uses of PHI for marketing when payment is involved, and sales of PHI require authorization, subject to legal exceptions. You may revoke an authorization in writing at any time, except to the extent action has already been taken in reliance on it.

SUBSTANCE USE DISORDER RECORDS

If Kander Counseling and Consulting PLLC creates or maintains records protected by 42 CFR Part 2, additional federal protections may apply. Uses and disclosures of those records will be handled in accordance with applicable law. Part 2 records, or testimony describing their content, generally may not be used in civil, criminal, administrative, or legislative proceedings against the patient unless specifically authorized by the patient or permitted by a court order after notice and an opportunity to be heard, as required by law.

OUR RESPONSIBILITIES

Kander Counseling and Consulting PLLC is required by law to maintain the privacy and security of your PHI, provide you with this Notice, and follow the privacy practices described in the Notice currently in effect. We will notify you as required by law if a breach occurs that may have compromised the privacy or security of your information.

CHANGES TO THIS NOTICE

Kander Counseling and Consulting PLLC may change the terms of this Notice. Changes may apply to all PHI maintained by the practice, including information created or received before the change. The current Notice will be available upon request and posted on Kander Counseling and Consulting PLLC's website.

QUESTIONS OR COMPLAINTS

You may contact Kander Counseling and Consulting PLLC's Privacy Officer with questions, requests, or complaints:

Privacy Officer: Kander Counseling and Consulting PLLC

Phone: 972-945-8355

Email: care@kandercc.com

Mailing Address: 5473 Blair Road, Suite 100, P.O. Box 184854, Dallas, Texas 75231

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, 200 Independence Avenue, S.W., Washington, D.C. 20201; phone 1-877-696-6775. Information about filing a complaint is available through the HHS Office for Civil Rights. Kander Counseling and Consulting PLLC will not retaliate against you for filing a complaint.