



PRIVACY POLICY

Notice of Privacy and Confidentiality Practices NOTICE OF PRIVACY PRACTICES Your Information. Your Rights. Our Responsibilities. 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 WHEN KIDS PLAY is dedicated to maintaining the privacy of your Protected Health Information. Protected Health Information (PHI) is information about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health conditions and related health care services. In conducting day-to-day business, WHEN KIDS PLAY will create PHI regarding you and the treatment and services we provide to you. WHEN KIDS PLAY is required by law to maintain the privacy of PHI that identifies you, and to abide by the terms of this Notice. Your Rights

Texting

When Kids Play LLC uses texting for conversations between staff members and between staff and clients, doctor offices, referral partners, and staff to communicate about day to day operations, services, events, and emergencies. When Kids Play will follow all applicable laws regarding texting and messaging. When Kids Play gains express consent to text in client admissions documents, verbal consent, other entity or person texting us first, electronic/online form, or email. When you give your express consent by one of these methods to OPT IN to SMS texting you will receive text messages that include scheduling, appointment reminders, insurance information, emergency response alerts, community event alerts, and various communications regarding client care.

You always have the right to OPT OUT of text messaging at any time. Reply "STOP" or "UNSUBSCRIBE" to a text message to/from When Kids Play to opt out of texting. When Kids Play logs SMS consent (opt in) and opt out.

SMS Policy: Messaging frequency may vary.

Message and data rates may apply.

To opt out at any time, text "STOP".

For assistance, text "HELP", call When Kids Play at 817-852-6707 or visit our website at www.whenkidsplay.com

Text / SMS Terms & Conditions:

Text messages may include scheduling, appointment reminders, insurance information, emergency response alerts, community event alerts, and various communications regarding client care.

When Kids Play does **NOT** use texting for prohibited campaigns including:

- Loan and mortgage advertisements
- Credit repair offers
- Debt relief offers
- Debt collection attempts
- Secret shopper advertisements
- Political advertisements and messages
- Alcohol, tobacco, or firearms advertisements
- Pharmaceutical, vitamin, or other drug advertisements

When Kids Play does **NOT** conduct the following business that is prohibited from SMS messaging:

- Indirect lending (or otherwise are providing loans not financed directly by them), short-term high-interest loans, payday loans, or student loans
- services for stocks, bonds, cryptocurrency, or other types of investment opportunities
- gambling or sweepstakes
- credit repair, debt relief, debt collection, or tax relief services
- strictly work from home opportunities including but not limited to multi-level marketing opportunities
- promote, sell, or otherwise reference products or services related to alcohol, tobacco (including vape), firearms, or fireworks
- promote, sell, or otherwise reference substances defined as controlled substances under federal law, regardless of legality, including marijuana (cannabis)
- promote, sell, or otherwise reference Kratom or similar substances, regardless of legality
- buy, sell, or otherwise share SMS opt-in or phone numbers for the purpose of sending SMS with third-parties
- third-party affiliate/lead generation, including the collection of information to be shared with loan providers, service providers, or for other lead generation purposes

When Kids Play does **NOT** message the following content:

- Messages that engage in any illegal activity or otherwise violate our terms of service, including the acceptable use policy
- Messages that engage in or promote, pornographic or adult entertainment, regardless of legality
- Messages that contain text or references to violence, hate speech, or otherwise engaging in threatening, abusive, harassing, defamatory, libelous, deceptive or fraudulent behavior
- Messages that contain text or otherwise reference substances defined as controlled substances under federal law, regardless of legality, including marijuana (cannabis)
- Messages that contain third-party affiliate/lead generation links
- Messages that contain obfuscated links for the purpose of misleading the reader, or use links contrary to the expectation of the user based on the message text
- Messages that are structured to evade this policy or the policies of carriers (e.g. misspelling, uncommon capitalization, snowshoeing, etc.)

Information Use

We use the collected information primarily for our own internal purposes, such as providing, maintaining, evaluating, and improving our services and Website, fulfilling requests for information, and providing customer support.

Our Uses and Disclosures We may use and share your information as we:

Treat you

Run our organization

Bill for your services

Help with public health and safety issues

Do research

Comply with the law

Respond to organ and tissue donation requests

Work with a medical examiner or funeral director

Address workers' compensation, law enforcement, and other government requests

Respond to lawsuits and legal actions

You have the right to:

Get a copy of your paper or electronic medical record

Request confidential communication

Ask us to limit the information we share

Get a list of those with whom we've shared your information

Get a copy of this privacy notice

Choose someone to act for you

File a complaint if you believe your privacy rights have been violated

Your Choices You have some choices (you may opt out or opt in) in the way that we use and share information as we:

Tell family and friends about your condition

Provide disaster relief

Include you in an agency directory

Provide mental health care

Market our services and sell your information

Raise funds

Your Rights

- When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.
- Get an electronic or paper copy of your medical record
- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- Ask us to correct your medical record
- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.
- Request confidential communications
- You can ask us to contact you in a specific way (for example, home or office phone, text, or email) or to send mail to a different address.
- We will say “yes” to all reasonable requests.
- Ask us to limit what we use or share
- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
- Get a list of those with whom we’ve shared information
- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
- Get a copy of this privacy notice
- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
- This policy will be posted on our agency website.

- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
- Choose someone to act for you
- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.
- File a complaint if you feel your rights are violated
- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [hhs.gov/ocr/privacy/hipaa/complaints/](https://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

Your Choices

- For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions. In these cases, you have both the right and choice to tell us to:
- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in an agency directory
- If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.
- In the following cases we never share your information unless you give us written permission:
- Marketing purposes
- Sale of your information
- Most sharing of therapy notes
- In the case of fundraising:
- We may contact you for fundraising efforts, but you can tell us not to contact you again.
- Our Uses and Disclosures How do we typically use or share your health information? We typically use or share your health information in the following ways. Treat You
- We can use your health information and share it with other professionals who are treating you.
- Example: A doctor treating you for an injury asks another doctor about your overall health condition.
- Run our organization
- We can use and share your health information to run our practice, improve your care, and contact you when necessary.
- Example: We use health information about you to manage your treatment and services.
- Bill for your services
- We can use and share your health information to bill and get payment from health plans or other entities.
- Example: We give information about you to your health insurance plan so it will pay for your services.
- How else can we use or share your health information We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html. Help with public health and safety issues

- We can share health information about you for certain situations such as:
- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety
- Do research
- We can use or share your information for health research.
- Comply with the law
- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
- Respond to organ and tissue donation requests
- We can share health information about you with organ procurement organizations.
- Work with a medical examiner or funeral director
- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
- Address workers' compensation, law enforcement, and other government requests
- We can use or share health information about you:
- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services
- Respond to lawsuits and legal actions
- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
- For more information see: [hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](https://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).
- Changes to the Terms of this Notice We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request and on our web site. Other Instructions for Notice
- Effective June 2016
- Privacy Officer Shane 817-495-7233 sbrown@whenkidsplay.com
- WEBSITE PRIVACY POLICY
- We recognize that you may be concerned about our use and disclosure of your personal information. Your privacy is very important to us, and the following will inform you of the information that we, When Kids Play, may collect from you, and how it is used. By using our Web site, www.whenkidsplay.com, you are accepting the practices described in this policy.
- Information Collection
- We may collect non-personal information, such as a domain name and IP Address. The domain name and IP address reveals nothing personal about you other than the IP address from which you have accessed our site. We may also collect information about the type of Internet browser you are using, operating system, what brought you to our Website, as well as which of our Web pages you have accessed.
- Additionally, if you communicate with us regarding our Website or our services, we will collect any information that you provide to us in any such communication.
- We may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Security

We follow generally accepted industry standards to protect the information submitted to us, both during transmission and once we receive it.

If we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Cookies

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve your access to our site and identify repeat visitors to our site. For instance, when we use a cookie to identify you, you would not have to log in a password more than once, thereby saving time while on our site. Cookies can also enable us to track and target the interests of our users to enhance the experience on our site. Usage of a cookie is in no way linked to any personally identifiable information on our site.

Sharing

We will not sell or otherwise provide the information we collect to outside third parties for the purpose of direct or indirect mass email marketing.

We will disclose personal information and/or an IP address, when required by law or in the good-faith belief that such action is necessary to:

Cooperate with the investigations of purported unlawful activities and conform to the edicts of the law or comply with legal process served on our company

Protect and defend the rights or property of our Website and related properties

Identify persons who may be violating the law, the rights of third parties, or otherwise misusing our Website or its related properties

Please keep in mind that whenever you voluntarily disclose personal information online - for example through e-mail, discussion boards, or elsewhere - that information can be collected and used by others. In short, if you post personal information online that is accessible to the public, you may receive unsolicited messages from other parties in return.

Ultimately, you are solely responsible for maintaining the secrecy of your personal information. Please be careful and responsible whenever you are online.

Links

This Website may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Surveys & Contests

From time-to-time our site may request information via surveys or contests. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

Consent

By using this Website, you consent to the collection and use of information as specified above. If we make changes to our Privacy Policy, we will post those changes on this page. Please review this page frequently to remain up-to-date with the information we collect, how we use it, and under what circumstances we disclose it. You must review the new Privacy Policy carefully to make sure you understand our practices and procedures.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at (817) 852-6707 or via mail Attn: Privacy Policy, 1169 N. Burleson Blvd Ste. 107-225, Burleson, TX 76028.