

Notice of Privacy Practices

Kind Heart Inc.

Effective Date: [Insert Date]

THIS NOTICE DESCRIBES HOW HEALTH AND PERSONAL INFORMATION ABOUT YOU OR YOUR LOVED ONE MAY BE USED AND DISCLOSED, AND HOW YOU CAN ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

About This Notice

Kind Heart provides non-medical companion care, personal care, and respite care. Kind Heart is committed to protecting the privacy and confidentiality of information relating to individuals who receive or inquire about our services.

The federal Health Insurance Portability and Accountability Act (“HIPAA”) Privacy Rule applies to covered entities and business associates in circumstances defined by federal law. Whether HIPAA applies to Kind Heart depends on our specific activities and relationships. California privacy laws, including the Confidentiality of Medical Information Act (“CMIA”), may also apply depending on the type of information we maintain and the services or activities involved. This Notice is intended to describe Kind Heart’s privacy practices and protections for client health-related information and should not be interpreted as a determination that HIPAA applies to every Kind Heart activity.

Kind Heart recommends that the applicability of HIPAA, CMIA, and other privacy laws be reviewed periodically with qualified legal counsel as the organization’s services and information practices develop.

Our Commitment to Your Privacy

Kind Heart understands that information about your health, care needs, daily routines, and personal life is sensitive. We are committed to protecting this information and using or sharing it only as described in this Notice, as authorized by you, or as permitted or required by applicable law.

“Health information” in this Notice refers to information about a client’s physical or mental condition, care needs, daily routines, and related information gathered in the course of providing or arranging care services.

How We May Use and Disclose Your Health Information

We may use and disclose health information for purposes including:

- **Care Coordination.** To match clients with appropriate caregivers, develop care plans, and coordinate care among caregivers and, where applicable, family members or other providers involved in the client’s care.
- **Payment.** As necessary to bill for services and collect payment, including communicating with family members, representatives, or payors responsible for payment.
- **Health Care and Business Operations.** For internal purposes such as quality assessment, caregiver training, service coordination, and administrative operations related to providing care.

- **With Your Authorization.** Uses or disclosures not otherwise permitted or required by applicable law may require your written authorization. Where applicable, you may revoke an authorization in writing, except to the extent we have already relied on it.
- **As Required by Law.** When disclosure is permitted or required by applicable law, including in response to a valid legal process or for mandated reporting.
- **To Avert a Serious Threat to Health or Safety.** When disclosure is permitted by applicable law and is necessary to prevent or lessen a serious and imminent threat to the health or safety of a client or another person.
- **To Family Members and Caregivers Involved in Care.** We may share relevant information with family members, friends, or others identified as involved in the client's care when permitted by applicable law and consistent with the client's wishes or the authority of the client's legal representative.

Mandatory Reporting

California law imposes mandatory reporting obligations in specified circumstances involving suspected abuse, neglect, abandonment, isolation, financial abuse, or other prohibited conduct involving elders and dependent adults. When Kind Heart personnel are required to report suspected abuse or other conduct to an appropriate authority, the disclosure may occur without the client's authorization to the extent permitted or required by law.

Your Privacy Rights

Depending on the law applicable to the information and circumstances, you or your legal representative may have rights to:

- Request restrictions on certain uses or disclosures of your information. We are not required to agree to every request.
- Request confidential communications in a specific manner or at a specific location.
- Request access to and copies of information maintained about you, subject to applicable legal limitations.
- Request an amendment or correction of information you believe is inaccurate or incomplete, subject to applicable legal requirements.
- Request an accounting of certain disclosures, where applicable.
- Receive a paper copy of this Notice upon request, even if you have agreed to receive it electronically.
- File a privacy complaint with Kind Heart without retaliation.

If a particular privacy law grants additional rights or imposes additional requirements, Kind Heart will comply with that law to the extent applicable.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with Kind Heart using the contact information below. Where applicable, you may also have the right to file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights or pursue other remedies available under California law.

Kind Heart will not retaliate against you for filing a privacy complaint.

Our Responsibilities

- Maintain the privacy and confidentiality of information as required by applicable law and our policies.
- Provide this Notice describing our privacy practices where required or appropriate.
- Provide legally required notices regarding breaches of protected information.
- Follow the terms of this Notice while it is in effect.

We reserve the right to change this Notice. Any revised Notice will be made available upon request and, where applicable, posted at mykindheart.com with a revised effective date.

Relationship to Other Kind Heart Policies and Agreements

This Notice addresses privacy practices relating to client and health-related information. It does not replace or modify the Kind Heart Client Services Agreement. The Client Services Agreement governs the care services and contractual relationship between Kind Heart and the client. Kind Heart's separate Privacy Policy addresses information collected through the website.

Contact Us

Kind Heart Inc.
Serving the Bay Area, California
Phone: (925) 744-0000
Email: hello@mykindheart.com