**PRIVACY POLICY**

This notice describes the privacy policy (**“Privacy Policy”** or **“Policy”**) of [www.empowerpsychologist.com](http://www.empowerpsychologist.com), which is operated by **Empowerment Psychological Services, PLLC**, having its registered office address at **5868 Westheimer Road, #431 Houston, TX 77057** (hereinafter referred to the **“Company”** or **“Empowerment Psychological Services”** or **“us”** or **“our”** or **“we”** or **“Site”** or **“Website”**). In this Policy, you shall be referred as **“you”** or **“your”**, **“user”** or **“users”**.

**Empowerment Psychological Services, PLLC** is required by law to maintain the privacy of your health information. In fact, we are committed to protecting the privacy and confidentiality of your healthcare information in accordance with the Privacy and Security Rules of the **Health Insurance Portability and Accountability Act of 1996 (HIPAA)**. We maintain policies and procedures to protect your health information, and our employees receive training on how to protect your health information. This Privacy Policy document is in line and full compliance with **Health Insurance Portability and Accountability Act of 1996 (**simply called **“HIPPA”)** and other applicable laws of the **State of Texas (U.S.)**.

This Privacy Policy explains what information of yours will be collected by us when you access the Website or avail our services, how the information will be used, and how you can control the collection, correction, and/or deletion of the information. We will not knowingly use or share your information with anyone, except as described in this Privacy Policy. The use of information collected through our Site shall be limited to the purposes described under this Privacy Policy and our Terms & Conditions.

By visiting our Site or providing your personal information to us or placing your order with us, you are accepting and consenting to the practices described in this policy. Please note that this includes consenting to the processing of any personal information that you provide, as described below.

IF YOU DO NOT AGREE WITH THESE PRACTICES, PLEASE DO NOT USE THE SERVICES OR THE WEBSITE OR PROVIDE US WITH ANY OF YOUR PERSONAL INFORMATION.

|  |
| --- |
| **TABLE OF CONTENT** |
| **Sr. No.** | **Particular** |
| 1. | What information about the users do we collect? |
| 2. | How do we use this information? |
| 3. | Deleting your information |
| 4. | Cookies and Similar Technologies |
| 5. | Sharing of information |
| 6. | Storage and Security of Information |
| 7. | Your rights under HIPPA |
| 8. | Links to third party sites |
| 9. | How do we respond to legal requests? |
| 10. | Children Privacy |
| 11. | How do I withdraw my consent? |
| 12. | Governing law and Dispute Resolution |
| 13. | Grievance Redressal Officer |
| 14. | Welcoming of suggestions |

1. **What information about the users do we collect?**
2. **Information that you provide us**: We collect the information you provide when you use our services, including without limitation, browse our website, engage with us through any social media platform, share your feedback, submit a complaint, communicate or interact with us in any manner. This can include Protected Heath Information (PHI), Personally Identifiable Information (PII) as well as non-PII information. The examples include your full name, address, profile details, email address, contact number, location, your queries etc. We also collect information about how you use our services, such as the content you engage with or the frequency and duration of your activities.
3. **Information that we collect when you use the Website**: We also collect information while you access, browse, view or otherwise use the Website. In other words, when you access the Website, we are aware of your usage of the Website, and gather, collect and record the information relating to such usage, including geo-location information, IP address, device and connection information, browser information and web-log information.
4. **Information that we collect from third party sources**: You can engage with us through social media websites or mobile applications. When you engage with us through social media sites, such as Instagram, you allow us to have access to certain information from your social media profile based upon your privacy preference settings on such platform.
5. We suggest that you exercise good judgment and caution while providing your personal information.
6. **How do we use this information?**

We use all of the information we have to help us provide, support and improve our services and to facilitate the delivery of the services as requested by you. We use the information collected from you for the following purposes:-

* 1. To reply to your email queries;
	2. To provide you the services as requested by you;
	3. To improve our sites, services and customer service;
	4. Our billing team will use and disclose Protected Health Information (PHI) to certain insurance companies, hospitals, physicians and health plans for payment purposes, or to our third-party billing partners to assist us in creating bills and claim forms, and getting paid for our services. *For example, we may send your name, date of service, and other information to a health plan so that the plan will pay us for the services we provided*.
	5. We use your information to send you marketing communications, newsletter, communicate with you about our services and let you know about our policies and terms. We also use your information to respond to you when you contact us.
	6. We use information to help improve the safety and reliability of our services. This includes detecting, preventing, and responding to fraud, abuse, security risks, and technical issues that could harm Company, our users, or the public.
	7. To respond to summons, court orders, directions or other judicial processes.
	8. To provide information to law enforcement agencies or in connection with an investigation on matters related to public safety.
1. **Deleting your information**

Your information that you share with us is yours. You can at any time ask us to delete the same. However, you acknowledge that we may retain some of the information so deleted for a reasonable period of time in order to comply with legal requests. You can request us to delete your information by writing to us at **empowerpsychologist@gmail.com**

1. **Cookies and Similar Technologies**

Cookies are bits of electronic information that a website may transfer to a visitor’s computer to identify specific information about the visitor’s visits to other website. We may use automated technologies including the use of web server logs to collect IP addresses, device details, cookies and web beacons. The Website uses a browser feature known as a cookie, which assigns a unique identification to your computer. However, in case you do not wish for us to collect such information, simply change the cookie settings on your web browser.

1. **Sharing of Information**
	1. As per **Health Insurance Portability and Accountability Act of 1996** (**“HIPPA”**), any medical information pertaining to the patient cannot be disclosed without the requirement of the patient, except under the following conditions:
* As part of treatment
* In the course of billing
* As part of health care operations
* When legally required to do so
	1. We may use or disclose your PHI to prevent a serious threat to personal health or safety.
	2. We keep your information safe and do not share your information with any other third party. However, if we merge with or are acquired by another company or we sell our Website or business unit, or if all or a substantial portion of our assets are acquired by another company, in those cases, your information will likely be one of the assets that would be transferred.
	3. We may also share your information in response to legal request. Please refer to **Section 9**.
1. **Storage and Security of Information**
2. **Storage:** Your data is stored on our servers. These servers are located in the United States, and that's where its main data is stored. We do not share it with any third party, except for the limited purposes as mentioned in the **Section 5**.
3. **Retention:** Personal information that we collect, access or process will be retained only so long as necessary for the fulfillment of the purposes for which it was collected, as necessary for our legitimate business purposes, or as required or authorized by law. Personal information that is no longer required to fulfil the identified purposes will be destroyed, erased or made de-identified or anonymous.
4. **Security:** We employ reasonable security practices to ensure that the information is safe and secure with us. However, no information on the internet is 100% safe, and you accept and acknowledge such risk.
5. **HIPPA Notice**

**Health Insurance Portability and Accountability Act of 1996** (**“HIPPA”**) provides certain rights to the patients. We are responsible to specify these rights to you. Please note, these apply to you only if you fall under the definition of ‘patient’ and where we fall under the definition of ‘covered entities’ as per HIPPA law.

1. **Protected Heath Information (PHI)**

Protected Health Information or “PHI” includes your demographic information such as name, address, telephone number, social security number, birth date and gender. PHI also includes information regarding your health, illnesses and injuries, and information about the medical services provided to you. We may obtain your PHI from you when you avail our services. We are committed towards protecting the confidentiality of your Protected Health Information (PHI), and we will store and disclose it only in accordance with this Privacy Policy.

1. **What information is protected under HIPPA?**
* Information your doctors, nurses, and other health care providers put in your medical record;
* Conversations your doctor has about your care or treatment with nurses and others;
* Information about you in your health insurer’s computer system;
* Billing information about you at the clinic; and
* Most other health information about you held by those who must follow these laws
1. **How is the above-mentioned information protected?**
* Covered entities must put in place safeguards to protect your health information and ensure they do not use or disclose your health information improperly.
* Covered entities must reasonably limit uses and disclosures to the minimum necessary to accomplish their intended purpose.
* Covered entities must have procedures in place to limit who can view and access your health information as well as implement training programs for employees about how to protect your health information.
* Business associates also must put in place safeguards to protect your health information and ensure they do not use or disclose your health information improperly.
1. **What rights does the HIPPA provides you over your health information?**
* **Ask to see and get a copy of your health records.** We reserve the right to charge a reasonable fee for the cost of producing and mailing the copies of such information;
* **Have corrections added to your health information.** All requests for amendment must be in writing. In certain cases, we may deny your request. *For example, we may deny a request if we did not create the information, or if we believe the current information is correct*. All denials will be made in writing.;
* Receive a notice that tells you how your health information may be used and shared;
* Decide if you want to give your permission before your health information can be used or shared for certain purposes, such as for marketing; and
* Get a report on when and why your health information was shared for certain purposes.
1. **What are measures in place if your rights under HIPPA are denied to you?**

If you believe your rights are being denied or your health information isn’t being protected, you can:

* File a complaint with our Grievance Redressal Officer as per **Section 13**.
* File a complaint with your provider or health insurer
* File a complaint with HHS at <https://www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html>
1. **How to contact Empowerment Psychological Services, PLLC, to exercise the HIPPA rights?**

In case you’d like to exercise any of your rights as provided to you under HIPPA, you can contact us at **empowerpsychologist@gmail.com**

1. **Links to other sites**

The Website may contain links to third-party websites that are not owned or controlled by us. We have no control over, and assume no responsibility for such websites and online services. Be aware when you leave the Website; we suggest you read the terms and privacy policy of each third-party websites, service provider and online service that you visit.

1. **How do we respond to legal requests?**

We may access, preserve and share your information in response to a legal request (like a search warrant, court order or subpoena) if we have a good faith belief that the law requires us to do so. This may include responding to legal requests from law enforcement agencies, courts, tribunals and government authorities. We may also access, preserve and share information when we have a good faith belief it is necessary to: detect, prevent and address fraud and other illegal activity; to protect ourselves, you and others, including as part of investigations; or to prevent death or imminent bodily harm. *For example, we may provide information to third-party partners about the reliability of your account to prevent fraud and abuse on and off of our Services.* We also may retain information from accounts disabled for violations of our terms for at least a year to prevent repeat abuse or other violations of our terms.

1. **Children Privacy**

We will not knowingly collect any personally identifiable information from minors under the age of eighteen, without first obtaining parental or guardian consent. Prior to providing any personally identifiable information, minors must have a parent or legal guardian complete and return a parental/guardian Consent Form to empowerpsychologist@gmail.com or to 5868 Westheimer Road, #431 Houston, TX 77057

The consent form states that the minor’s parent or “legal guardian, consents to the collection and transfer of the child’s personally identifiable information. Protecting minor's privacy is important to us, and therefore our Website is not intended for children and minors. We do not direct the Website to, nor do we knowingly collect any personal information from, such children. If you are not of the age of majority *(18 years or above)*, you are not authorized to use the services. If the Company learns that a child has provided personally identifiable information to us, it will use reasonable efforts to remove such information from its database. **Please contact us at empowerpsychologist@gmail.com if you believe we knowingly or unknowingly collected information described in this Section.**

1. **How can I withdraw my consent? (OPT-OUT)**

If you contact us and automatically start receiving promotional emails and direct mail from us. If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at:-

* empowerpsychologist@gmail.com
* 5868 Westheimer Road, #431, Houston, TX 77057
1. **Governing law and Dispute Resolution**

In case of any disputes, issues, claims or controversies arising out of or in relation to your use of the Website or our services, the governing law and dispute resolution mechanism as provided in the **Terms & Conditions** shall apply to this **Privacy Policy** as well.

We reserve the right to modify this Privacy Policy at any time. If we decide to make changes in our policies, we will post those changes in this Privacy Policy, so that you are aware of what information is being collected, used, stored and disclosed. If changes are made to this Policy, we will notify you here or by email.

1. **Do you have questions or concerns about this Privacy Policy?**

In the event you have any grievance regarding anything related to this Privacy Policy, Terms & Conditions, or with any content or service of ours, or if you have questions about this notice or want to talk about a problem without filing a formal complaint, please contact Grievance Officer/ Designated Representative below:

* **Piero Peirano Ambut, Psy.D.**
* **empowerpsychologist@gmail.com**
* **832-554-7042**
1. **Welcoming of suggestions**

We welcome your comments regarding this Privacy Policy. Please write to us at **empowerpsychologist@gmail.com**

Last updated on **12/2021**