



## Complaint Privacy Policy

### Introduction

Integrity Behavioral Health is committed to protecting the privacy and confidentiality of our patients' personal and health information. This Privacy Policy outlines our practices regarding the collection, use, and disclosure of your information in accordance with applicable laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and the General Data Protection Regulation (GDPR).

### 1. Information We Collect

We may collect the following types of information:

- Personal Identification Information: Name, address, phone number, email address, date of birth, and other contact information.
- Health Information: Medical history, treatment records, medication details, and other health-related information.
- Payment Information: Credit card details, billing address, and other payment-related information.
- Usage Data: Information about how you use our website, services, and communications.

### 2. How We Use Your Information

We use your information to:

- Provide and manage your healthcare services.
- Communicate with you regarding your treatment, appointments, and related services.
- Process payments for services rendered.
- Comply with legal and regulatory requirements.
- Improve our services and ensure the security of our systems.

### 3. Disclosure of Your Information

We may share your information with:

- Healthcare Providers: To coordinate your treatment and care.
- Insurance Companies: To process claims and payments.
- Business Associates: Who perform services on our behalf, such as billing and IT support, under contractual obligations to protect your information.
- Legal Authorities: When required by law or in response to legal proceedings.

### 4. Text Message Communications

By providing your mobile phone number, you consent to receive text message communications from us regarding your treatment, appointments, and other healthcare-related information.

- Purpose: Text messages may be used to remind you of appointments, notify you of test results, provide health tips, or inform you about changes to our services.
- Frequency: The frequency of text messages will vary based on your healthcare needs.
- Data Rates: Standard text messaging rates may apply as per your mobile carrier's plan.
- Opt-Out: You can opt out of receiving text messages at any time by replying "STOP" to any text message or by contacting us directly.
- Security: While we take measures to protect your information, please be aware that text messages are not encrypted and there is a risk that the information could be intercepted by unauthorized individuals.

- Privacy Assurance: In line with our privacy policy, your phone number and SMS opt-in will not be shared with third parties or affiliates for marketing purposes.

## **5. Your Rights**

Under HIPAA and GDPR, you have certain rights regarding your personal and health information, including:

- Access: You can request copies of your health records.
- Correction: You can request corrections to your information if it is inaccurate or incomplete.
- Restriction: You can request restrictions on certain uses and disclosures of your information.
- Confidential Communications: You can request that we communicate with you through alternative means or at alternative locations.
- Data Portability (GDPR): You can request a copy of your information in a structured, commonly used, and machine-readable format.

## **6. Data Security**

We implement appropriate technical and organizational measures to protect your information against unauthorized access, alteration, disclosure, or destruction. These measures include encryption, access controls, and regular security assessments.

## **7. Data Retention**

We retain your information only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated effective date. We encourage you to review this policy periodically.

## **9. Contact Us**

If you have any questions or concerns about this Privacy Policy or your privacy rights, please contact us at:  
(803) 372-8585 or [office@integritybh.org](mailto:office@integritybh.org)