

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

NOTICE OF PRIVACY PRACTICES

LEADING WITH LOVE CARE SERVICES, LLC

Effective Date: August 16, 2026

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

1. OUR COMMITMENT TO YOUR PRIVACY

Leading with Love Care Services, LLC ("we," "our," "us") provides non-medical senior care services and ADHD coaching in the State of Arkansas. While non-medical companion services and lifestyle coaching do not always legally qualify as "Covered Entities" under Federal HIPAA regulations, we voluntarily adopt these strict privacy standards. We are deeply committed to maintaining the confidentiality, security, and integrity of your Protected Health Information (PHI) and personal care records.

2. HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

We may use or share your health information for the following administrative and service-related purposes:

- **To Provide Services (Treatment equivalent):** We share details with our staff, care providers, or coaches to structure and deliver your customized senior care plans or ADHD coaching strategies.
- **To Obtain Payment:** We may use your information to bill you, your family, or authorized representatives for our services.
- **For Care Operations:** We use information to manage our services, perform quality reviews, train team members, and audit compliance.
- **With Your Explicit Written Consent:** Any disclosures outside routine service delivery, invoicing, or legal obligations will only be made with your formal, written authorization. You may revoke this at any time.

3. DISCLOSURES WE MAY MAKE WITHOUT YOUR AUTHORIZATION

In specific limited circumstances, we are permitted or required by Arkansas and Federal law to share information without your direct consent:

- **As Required by Law:** When mandates require reporting under state or federal legislation.
- **Public Health and Safety:** To prevent a serious, imminent threat to your health and safety or the safety of another individual.
- **Abuse or Neglect Reporting:** To comply with Arkansas state mandates regarding the protection of vulnerable seniors or dependents.
- **Legal Proceedings:** In response to a valid court order, administrative order, or judicial subpoena.

4. YOUR PRIVACY RIGHTS

You hold specific, legal rights concerning the personal health information we maintain about you:

- **Right to Inspect and Copy:** You have the right to look at and get copies of your service records, care logs, and billing statements.
- **Right to Amend:** If you feel a piece of information in our care history or records is incorrect, you may request a written amendment.
- **Right to Request Restrictions:** You can request that we limit how we use or share your care information. While we will make every effort to accommodate reasonable requests, we are not legally bound to agree if it compromises your safety or care.
- **Right to Direct Confidential Communications:** You can specify alternative methods or addresses for us to use when contacting you about appointments or records.
- **Right to an Accounting of Disclosures:** You can request a historical log of specific instances where we shared your information outside of routine services or billing operations.

5. QUESTIONS, REQUESTS, OR COMPLAINTS

If you believe your privacy rights have been violated, or if you wish to exercise any of your rights listed above, please contact our Privacy Officer immediately via email at **leadingwithlovecareservices@gmail.com**. You will not be penalized, retaliated against, or denied care services for filing a complaint.

This is for informational purposes only. For medical advice or diagnosis, consult a professional. AI responses may include mistakes.