

## PRIVACY POLICY

**Effective Date: 05/05/2025**

**Mercy Mental Health and Services**

**Contact: 310-295-0666**

At Mercy Mental Health and Services, your privacy is a top priority. This Privacy Policy outlines how we collect, use, and protect your personal health information in compliance with the Health Insurance Portability and Accountability Act (HIPAA) and other applicable laws.

- **INFORMATION WE COLLECT**

- We may collect the following types of information:
  - i. Personal Identifiers (name, date of birth, contact information)
  - ii. Health Information (diagnosis, treatment plans, insurance details)
  - iii. Communication Preferences (SMS/email opt-ins)
  - iv. Billing and Payment Information

- **HOW WE USE YOUR INFORMATION**

- We use your information for the following purposes:
  - i. To provide and coordinate care and treatment
  - ii. To communicate appointment reminders, updates, and relevant health services
  - iii. For billing, payment processing, and insurance coordination
  - iv. To comply with legal obligations and reporting requirements

- **SMS AND EMAIL COMMUNICATIONS**

- If you opt in, we may contact you via SMS or email for:
  - i. Appointment reminders or rescheduling
  - ii. Intake and payment confirmations
  - iii. Updates about our services

You may opt out at any time by replying **"STOP"** to text messages or clicking "Unsubscribe" in emails.

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- **DATA SECURITY**

- We implement industry-standard safeguards to protect your health information from unauthorized access, disclosure, or misuse. Only authorized personnel have access to your data.

- **SHARING OF INFORMATION**

- We do not sell your personal information. We may share your information with:
  - i. Healthcare providers involved in your care
  - ii. Insurance companies for payment purposes
  - iii. Authorized third-party services for administrative support, under strict confidentiality agreements
  - iv. Government agencies, when legally required

- **YOUR RIGHTS**

- You have the right to:
  - i. Access your health records
  - ii. Request corrections to your information
  - iii. Withdraw consent for communications
  - iv. File a complaint if you believe your privacy rights have been violated

- **CONTACT US**

If you have questions about this policy or your information, please contact us at:

**Phone:** 310-295-0666

**Email:** [info@mercymentalhealth.com](mailto:info@mercymentalhealth.com)

**Mailing Address:** 18723 Via Princessa, PMB 1053, Santa Clarita, CA 91387