

NOTICE OF PRIVACY PRACTICES

Square One Behavioral Services Inc.

Effective date: July 23, 2026

Applies to: All Square One locations and programs, including Royal Palm Beach

Privacy contact: Privacy Officer | lalarcon@sq1behavioral.com | 561-568-9367

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

Square One Behavioral Services Inc. ("Square One," "we," "us," or "our") provides behavioral and healthcare services to children and families. This notice explains your rights, your choices, and our legal responsibilities concerning protected health information ("PHI"). PHI is information that identifies, or could reasonably identify, a patient and relates to the patient's health, care, or payment for care.

Because many Square One patients are minors, references to "you" and "your" in this notice include a patient and, when applicable, the patient's parent, legal guardian, personal representative, or other person authorized by law to act for the patient. In some circumstances, the law may give a minor control over particular records or may limit a representative's access. We will follow the law that applies to the situation.

This notice applies to Square One Behavioral Services Inc. and its locations, programs, clinicians, staff, contractors, trainees, volunteers, and other workforce members who provide services or perform work for Square One and use this notice.

Your Rights

When it comes to health information, you have certain rights. Contact our Privacy Officer using the information at the end of this notice to exercise a right or ask how to submit a request.

Get an Electronic or Paper Copy of the Record

You may ask to inspect or receive an electronic or paper copy of the medical, clinical, billing, or other health information we maintain about you. We will provide a copy or summary, usually within 30 days, as required by law. We may charge a reasonable, cost-based fee. In limited circumstances, the law may permit us to deny or restrict access; if so, we will explain the decision and any review rights available to you.

Ask Us to Correct the Record

You may ask us to correct health information you believe is incorrect or incomplete. We may deny the request in certain circumstances, but we will explain why in writing, usually within 60 days. If we deny the request, you may be able to submit a written statement of disagreement for the record.

Request Confidential Communications

You may ask us to contact you in a specific way, such as only by cell phone, email, or mail, or to send communications to a different address. We will agree to reasonable requests.

Ask Us to Limit What We Use or Share

You may ask us not to use or share certain health information for treatment, payment, or healthcare operations. We are generally not required to agree, and we may deny a request if, for example, it could affect care. If we agree, we may still disclose the information for emergency treatment or when otherwise required by law.

If you pay in full out of pocket for a specific service, you may ask us not to share information about that service with your health plan for payment or healthcare operations. We will agree unless a law requires us to share the information.

Get a List of Certain Disclosures

You may ask for an accounting of certain disclosures we made during the six years before the date of your request. The list will not include every disclosure, such as most disclosures for treatment, payment, healthcare operations, or disclosures you asked us to make. We will provide one accounting in any 12-month period at no charge and may charge a reasonable, cost-based fee for an additional accounting during that period.

Get a Copy of This Notice

You may ask for a paper copy at any time, even if you agreed to receive the notice electronically. We will provide a copy promptly.

Choose Someone to Act for You

If a person has legal authority to act for you, such as a parent, legal guardian, healthcare surrogate, or person holding an appropriate power of attorney, that person may exercise your rights and make choices about your information. We will verify that authority before acting.

File a Complaint Without Retaliation

You may complain if you believe your privacy rights were violated by contacting Square One's Privacy Officer using the information at the end of this notice. You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by writing to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting <https://www.hhs.gov/hipaa/filing-a-complaint/>. Square One will not retaliate against you for filing a complaint.

Your Choices

For certain information, you may tell us what you want us to share. If you have a clear preference in one of the situations below, tell us and we will follow your instructions as required by law.

- **Family, friends, and others involved in care.** You may tell us whether to share relevant information with family members, close friends, caregivers, or others involved in the patient's care or payment for care.
- **Disaster relief.** You may tell us whether to share information with a disaster-relief organization to help notify family or others about the patient's location, condition, or safety.

If you cannot tell us your preference, such as during an emergency, we may share information when we reasonably believe it is in the patient's best interests and the law permits it. We may also share information when necessary to prevent or lessen a serious and imminent threat to health or safety.

We generally will not use or disclose PHI for the following purposes without written authorization:

- Marketing purposes, except for communications permitted by law.
- The sale of PHI. Square One does not sell PHI.
- Most uses and disclosures of psychotherapy notes, if we maintain them.

Square One does not currently use PHI for fundraising. If we conduct fundraising that uses PHI in the future, we will provide any notice and opportunity to opt out required by law.

If you give written authorization, you may revoke it in writing at any time. Revocation will not affect actions already taken in reliance on the authorization.

How We Typically Use or Share Health Information

Treat the Patient

We may use PHI and share it with professionals involved in care. For example, an ABA provider, psychologist, speech-language pathologist, feeding therapist, physician, school professional, or other authorized provider may exchange information needed to evaluate needs, coordinate services, develop a treatment plan, or support continuity of care.

Run Our Organization

We may use and share PHI to operate Square One, improve quality and safety, train and supervise our workforce, conduct compliance and auditing activities, review performance, manage records, communicate when necessary, and plan services. For example, supervisors may review treatment documentation to evaluate quality and progress.

Bill for Services

We may use and share PHI to bill and obtain payment from health plans, government programs, or other responsible payors. For example, we may send diagnosis, authorization, service, and claim information to an insurer to verify benefits, obtain prior authorization, or receive payment.

Contact You About Care

We may use PHI to contact you about appointments, scheduling, intake steps, treatment follow-up, service alternatives, care coordination, or health-related benefits and services that may be relevant.

Other Uses and Disclosures Allowed or Required by Law

The law allows or requires us to use or share PHI in additional situations. Before doing so, we must meet the conditions that apply and limit the information when required.

- **Public health and safety.** We may disclose information for activities such as preventing disease, reporting certain adverse events, reporting suspected child or vulnerable-adult abuse, neglect, or exploitation, and preventing or reducing a serious threat to health or safety.
- **Research.** We may use or share information for research when the law permits it, such as with authorization, approval of an appropriate review board or privacy board, or after information has been properly de-identified.
- **Compliance with law.** We will share information when federal or state law requires it, including with the U.S. Department of Health and Human Services when it reviews our compliance with federal privacy law.
- **Health oversight and government functions.** We may disclose information to authorized health-oversight agencies and for certain government functions, including audits, inspections, licensure activities, benefit-program integrity, military or national-security activities, and protective services, when applicable and permitted by law.
- **Workers' compensation.** We may disclose information as authorized by and necessary to comply with workers' compensation and similar programs.
- **Law enforcement.** We may disclose information for limited law-enforcement purposes when the Privacy Rule and other applicable law permit or require it.
- **Judicial and administrative proceedings.** We may disclose information in response to a valid court or administrative order, subpoena, discovery request, or other lawful process when the applicable legal requirements are met.
- **Coroners, medical examiners, funeral directors, and organ donation.** When applicable, we may disclose information to identify a deceased person, determine cause of death, perform other duties authorized by law, support funeral arrangements, or facilitate organ and tissue donation.

Specially Protected Information

Some information may receive greater protection under federal or Florida law, including certain psychological and mental-health records, psychotherapy notes, HIV test information, genetic information, and substance use disorder patient records. When another law provides greater privacy protection than HIPAA, we follow the more protective law. For example, we generally disclose confidential psychological communications and certain mental-health records only with written authorization or when a specific law permits or requires disclosure, such as in response to a qualifying serious threat or valid legal process.

To the extent we create or maintain substance use disorder patient records subject to 42 CFR part 2, we will not use or disclose those records in a civil, criminal, administrative, or legislative investigation or proceeding against the patient without the patient's written consent or a court order and subpoena that satisfy applicable law.

Our Responsibilities

- We are required by law to maintain the privacy and security of PHI.
- We will notify affected individuals promptly if a breach occurs that may have compromised the privacy or security of their information, as required by law.
- We must follow the duties and privacy practices described in the notice currently in effect and provide a copy upon request.
- We will not use or share PHI other than as described in this notice unless written authorization is obtained or the law permits or requires the use or disclosure.

Changes to This Notice

We may change this notice and our privacy practices. A revised notice may apply to all PHI we maintain, including information created or received before the change. The current notice will be available upon request, at our offices, and on <https://sq1behavioral.com/>.

Questions, Requests, or Complaints

Contact:

Privacy Officer
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Royal Palm Beach, FL 33414
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