

NOTICE OF PRIVACY PRACTICES

Your Information. Your Rights. Our Responsibilities.

Uplifting Our People LLC

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Effective Date: August 25, 2026

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

Your Rights

You have the right to:

- Get an electronic or paper copy of your medical record.
- Ask us to correct your medical record.
- Request confidential communications.
- Ask us to limit the information we use or share.
- Get a list of certain disclosures of your information.
- Get a paper copy of this notice.
- Choose someone to act for you.
- File a complaint if you believe your privacy rights have been violated.

Your Choices

You have choices about how we use and share information when we:

- Share information with family, close friends, or others involved in your care or payment for your care.
- Share information in a disaster-relief situation.
- Use information for marketing, fundraising, or the sale of information, when applicable.
- Use or disclose most psychotherapy notes, when applicable.

Our Uses and Disclosures

We may use and share your information as permitted or required by law to:

- Treat you and coordinate your care.
- Run our organization and improve services.
- Bill for services and obtain payment.
- Address public-health and safety matters.
- Comply with federal and state law.
- Respond to health-oversight, law-enforcement, workers' compensation, court, and other lawful requests.

Your Rights in Detail

When it comes to your health information, you have certain rights. This section explains those rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You may ask to see or receive an electronic or paper copy of your medical record and other health information we maintain about you. Contact our Privacy Officer to learn how to make a request.
- We will generally provide a copy or summary within 30 days of receiving your request. We may charge a reasonable, cost-based fee as permitted by law.

Ask us to correct your medical record

- You may ask us to correct health information that you believe is incorrect or incomplete.
- We may deny the request in some circumstances, but we will explain the reason in writing, generally within 60 days.

Request confidential communications

- You may ask us to contact you in a specific way, such as only at a particular telephone number, or to send mail to a different address.
- We will agree to all reasonable requests.

Ask us to limit what we use or share

- You may ask us not to use or share certain information for treatment, payment, or health care operations. We are not generally required to agree, and we may deny the request if it could affect your care. If we agree, we may still disclose the information for emergency treatment or when otherwise required by law.
- If you pay for a service completely out of pocket, you may ask us not to disclose information about that service to your health plan for payment or health care operations. We will agree unless the law requires the disclosure.

Get a list of certain disclosures

- You may request an accounting of certain disclosures made during the six years before your request, including who received the information and why.
- The accounting will not include every disclosure, such as most disclosures for treatment, payment, or health care operations. One accounting in any 12-month period is free; additional accountings may involve a reasonable, cost-based fee.

Get a copy of this notice

- You may request a paper copy at any time, even if you agreed to receive it electronically. We will provide it promptly.

Choose someone to act for you

- A properly authorized personal representative, such as an individual holding a valid health care power of attorney or a legal guardian, may exercise your privacy rights. We will verify the person's authority before taking action.

File a complaint

- You may complain to Uplifting Our People LLC using the Privacy Officer contact 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 mailing 200 Independence Avenue, S.W., Washington, DC 20201; calling 1-877-696-6775; or visiting <https://www.hhs.gov/hipaa/filing-a-complaint/>.
- We will not retaliate against you for filing a complaint.

Your Choices in Detail

For certain information, you may tell us your preferences about what we share. Tell us what you want us to do, and we will follow your instructions when the law permits.

Family, friends, and others involved in your care

- You may tell us whether to share relevant information with family members, close friends, or others involved in your care or payment for your care.
- You may tell us whether to share information in a disaster-relief situation.
- If you cannot tell us your preference, we may share information when we believe it is in your best interest or when needed to lessen a serious and imminent threat to health or safety, as permitted by law.

Uses that generally require written authorization

Except where the law permits otherwise, we will obtain your written authorization before using or disclosing your information for:

- Marketing purposes.
- The sale of your health information.
- Most uses or disclosures of psychotherapy notes.
- Other purposes not described in this notice.

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

Uplifting Our People LLC does not sell your protected health information.

How We Typically Use or Share Your Information

Treat you

We may use your information and share it with other professionals involved in your treatment or care coordination. Example: A clinician may share relevant information with another treating provider to coordinate services.

Run our organization

We may use and share information to operate our practice, improve care, conduct quality-assurance activities, train workforce members, perform audits, and contact you when necessary. Example: We may review records to evaluate service quality and documentation compliance.

Bill for services

We may use and share information to bill and obtain payment from Medicaid, health plans, or other responsible payers. Example: We may send information about services to your health plan so it can process a claim.

Other Permitted or Required Uses and Disclosures

We may use or disclose information in other ways allowed or required by law. Before doing so, we must meet applicable legal conditions.

Public health and safety

We may disclose information for activities such as preventing disease, reporting adverse medication reactions, reporting suspected abuse or neglect, and preventing or reducing a serious threat to health or safety.

Research

We may use or disclose information for health research when the research satisfies applicable legal requirements.

Compliance with law

We will disclose information when federal or state law requires it, including to the U.S. Department of Health and Human Services when it is reviewing our compliance with federal privacy law.

Organ and tissue donation

We may disclose information to organ-procurement organizations when applicable.

Medical examiners and funeral directors

We may disclose information to a coroner, medical examiner, or funeral director when an individual dies and the disclosure is permitted by law.

Workers' compensation, law enforcement, and government requests

We may use or disclose information for workers' compensation claims, lawful law-enforcement requests, health-oversight activities, and special government functions as authorized by law.

Lawsuits and legal actions

We may disclose information in response to a court or administrative order or, when legally permitted, in response to a subpoena or other lawful process.

Additional Protections for Behavioral Health and Substance Use Disorder Records

We follow federal and North Carolina laws that provide additional confidentiality protections for behavioral health information. When a law gives your information greater protection than HIPAA, we will follow the more protective law.

North Carolina law provides confidentiality protections for information maintained by facilities and providers serving individuals with mental health disorders, developmental disabilities, and substance use disorders. We will use or disclose this information only as permitted or required by applicable law.

To the extent we maintain substance use disorder patient records protected by 42 CFR part 2, we will not use or disclose those records in civil, criminal, administrative, or legislative investigations or proceedings against you unless you provide written consent or the disclosure is authorized by a qualifying court order and subpoena as required by law.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will notify you promptly if a breach occurs that may have compromised the privacy or security of your information, as required by law.
- We must follow the duties and privacy practices described in the notice currently in effect and provide you with a copy upon request.
- We will not use or disclose your information other than as described in this notice unless you authorize us in writing or the law permits or requires the use or disclosure.
- We will make reasonable efforts to limit uses, disclosures, and requests to the minimum necessary amount of information when the minimum-necessary rule applies.

Changes to This Notice

We may change the terms of this notice, and the changes may apply to all information we maintain, including information created or received before the change. The current notice will be available upon request, at our office, and on our website at <https://upliftingourpeople.com>.

Questions, Requests, and Complaints

Contact our Privacy Officer to exercise your rights, request a copy of this notice, ask a privacy question, or submit a complaint.

Privacy Officer

Uplifting Our People LLC

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Federal Complaint Information

U.S. Department of Health and Human Services, Office for Civil Rights

200 Independence Avenue, S.W., Washington, DC 20201

Telephone: 1-877-696-6775

Website: <https://www.hhs.gov/hipaa/filing-a-complaint/>

Uplifting Our People LLC will not retaliate against you for filing a complaint with us or with the Office for Civil Rights.

NOTICE EFFECTIVE AUGUST 25, 2026