

Notice Requirements

Seniors in Service (SIS) is required by federal and state laws to maintain the privacy of your personal information. The law also requires us to give you this Notice telling you about the law, your rights, and our privacy practice.

This Notice will be in effect until we replace it. If our privacy practices change, this Notice will change. You will find it, or any future Notices, posted on our Internet site at www.seniorsinservice.org. If you would like additional copies or to learn more, please contact us at 1306 W. Sligh Avenue, Tampa, FL 33604.

Use and Disclosure of Your Protected Information

As a part of our day-to-day activities, SIS may need to create, receive, or keep personal information about you. To handle billing and payment activities, and to manage our services, we may use and disclose (share) your protected information without first getting your written approval. Examples of how we might use or disclose your information include the following activities:

◆ **To Provide Service:** SIS might discuss your condition with case managers, social workers, or family members with a vested interest in your health and well being. We may use your personal information for referrals to appropriate supplemental services such as transportation or delivery of meals.

◆ **Payment:** SIS may use or disclose information to discuss your condition, any service given to you, or to review the cost for services in order to arrange for payment. We may contact others to pay for or bill for services. There is no cost to you, the client.

◆ **Business Operations:** SIS staff or our Business Partners might discuss or review your condition to assure you receive quality care, to verify you are actually receiving the services that are being billed, or to develop better ways to provide care.

We may use your information to manage services. Personal information may be used or disclosed for legal purposes or for internal management purposes.

◆ Other Disclosures:

SIS may contact you to:

- Arrange an appointment.
- Provide you with information about new services that are available.
- Update our files and records.

SIS may provide information to government officials who:

- Respond to Judicial related Requests (Subpoenas, Trials, and Court Hearings).
- Provide Law Enforcement Services.
- Report and Investigate Deaths (the Medical Examiner).
- Conduct lawful military or intelligence activities.
- Protect against abuse, neglect, domestic violence and other crimes.

SIS may provide information to:

- Others involved in your care.
- Responders in Emergency Situations.
- Others as required by law.

◆ Other Uses:

Other uses and disclosures of protected personal information not covered by this notice or the laws that apply to us will be made only with your written permission (authorization). If you give permission to use or disclose protected personal information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose protected personal information about you for the reasons covered by your written authorizations. We are unable to take back any disclosure we have already made with your permission.

Your Rights Regarding Your Protected Information

You have the following rights regarding the protected personal information we maintain about you:

◆ **Right to Request Restrictions:** You have the right to request a restriction or limitation on the protected information we use or disclose about you for service, payment or business operations. You also have the right to request a limit on the protected information we disclose about you to someone who is involved in your care or the payment for your care, like a family member or friend. For example, you could ask that we not use or disclose information about your health condition.

◆ ***We are not required to agree to your request:*** We will comply with your request unless circumstances dictate that we disclose the information. For example, if the information is needed to provide you with emergency treatment.

To request restrictions, you must make your request in writing to Seniors in Service of Tampa Bay, Inc., 1306 W. Sligh Avenue, Tampa, FL 33604. In your request, you must tell us: (a) what information you want to limit; (b) whether you want to limit our use, disclosure or both; and (c) to whom you want the limits to apply, for example, disclosures to your spouse.

◆ Right to Request Confidential

Communications: You have the right to request that we communicate with you about personal matters in a certain way or at a certain location. For example, you can ask that we contact you only at home or only by mail.

To request confidential communications, you must make your request in writing to Seniors in Service of Tampa Bay, Inc., 1306 W. Sligh Avenue, Tampa, FL 33604. Your request must specify how or where you wish to be contacted. We will accommodate all reasonable requests.

◆ **Right to Inspect and Copy:** You have the right to inspect and obtain a copy of protected personal information that may be used to make decisions about your care. This does not include case notes.

To inspect and copy protected personal information, you must submit your request in writing to Seniors in Service of Tampa Bay, Inc., 1306 W. Sligh Avenue, Tampa, FL 33604. If you request a copy of the information, we may charge a fee for the cost of copying, mailing or other costs associated with your request.

We may deny your request to inspect and copy in certain limited circumstances. If you are denied access to protected personal information, you may request a review of that denial.

◆ **Right to Amend:** If you believe that protected information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by SIS.

To request an amendment, your request must be made in writing and submitted to: Seniors in Service of Tampa Bay, Inc., 1306 W. Sligh Avenue, Tampa, FL 33604. In addition, you must provide a reason for your request.

We may deny your request for an amendment if it is not in writing. We may also deny your request if it does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us;
- Is not part of the protected personal information kept by SIS;
- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.

◆ **Right to a Paper Copy of this Notice:** You have the right to a paper copy of this notice, and you may ask us to give you a copy of this notice at any time. To obtain a paper copy of this notice, submit your request in writing to: Seniors in Service of Tampa Bay, Inc., 1306 W. Sligh Avenue, Tampa, FL 33604.

You may obtain an electronic copy of this notice at our website, www.seniorsinservice.org.

◆ **We are Required by Law to:**

- Maintain the privacy of protected personal information about you;
 - Give you this notice of our legal duties and privacy practices regarding protected personal information about you; and
 - Abide by the terms of the notice that is currently in effect.
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Questions and Complaints

If you have any questions or complaints about the way SIS handles your protected personal information or if you believe your privacy rights have been violated, you may complain by contacting the CEO. Please note that there will be no retaliation against you for filing a complaint or for making requests regarding your protected personal information or if you disagree with related decisions about your protected personal information.

Notice Updates

SIS may need to change its privacy practices from time to time. Before making such changes SIS will modify this Notice and begin distributing it to individuals when they receive service by SIS. These new practices will then apply to all information held by SIS. At any time, you have a right to get a paper copy of the latest version of this Notice by contacting SIS. A current copy of this Notice will be posted on our website at www.seniorsinservice.org.



SENIORS in SERVICE
GEARED UP TO SERVE

Notice of Privacy Policies

This notice describes how personal information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

**The effective date of the Notice is
January 1, 2014**

1306 West Sligh Avenue
Tampa, Florida 33604-5902