



VERA COUNSELING COLLECTIVE
NOTICE OF PRIVACY PRACTICES

Effective July 2026

YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

This notice explains how health information about you may be used and disclosed, how you can access it, and the privacy rights available to you. Please review it carefully.

Our commitment to your privacy

Vera Counseling Collective, PLLC is required by law to maintain the privacy and security of your protected health information (PHI), provide you with this notice of our legal duties and privacy practices, and follow the terms of the notice currently in effect.

How we may use and disclose your information

We may use or share your PHI without your written authorization for the following purposes:

- Treatment - coordinating your care with other professionals involved in your treatment.
- Payment - billing you, your insurance plan, or another payer for services provided.
- Health care operations - running the practice, maintaining records, improving services, and completing administrative or compliance activities.
- As required or permitted by law - including mandated reports of suspected abuse, neglect, exploitation, or a serious and imminent threat to health or safety.

Other uses and disclosures permitted or required by law

In limited circumstances, we may use or disclose PHI without your written authorization when permitted or required by law. These situations may include:

- Public-health activities, such as legally required disease reporting or public-health investigations.
- Health oversight activities, including audits, inspections, licensing-board matters, and authorized investigations.
- Workers' compensation claims and similar programs authorized by law.
- Valid court orders, administrative proceedings, subpoenas, lawsuits, and other lawful legal processes after applicable requirements are met.
- Requests from coroners, medical examiners, or funeral directors when necessary to carry out their lawful duties.
- Law-enforcement or government requests when specifically permitted or required by law.
- Preventing or reducing a serious and imminent threat to your health or safety or the health or safety of another person.
- Business associates that support records, billing, scheduling, payment processing, secure communication, and technology. When required, these vendors must safeguard your information and may use it only for the services they provide to Vera.

Any disclosure will be limited to the information reasonably necessary for the permitted or required purpose. Additional protections may apply to psychotherapy notes, behavioral-health records, and substance-use-disorder records.

Your choices

In certain situations, you may tell us whether and how you want information shared, including with a family member, close friend, or another person involved in your care. We generally need your written authorization before using your information for marketing, selling your information, or disclosing most psychotherapy notes.

Your rights

You have the right to:

- Request access to and an electronic or paper copy of your clinical record.
- Request a correction or amendment to information you believe is inaccurate or incomplete.
- Request confidential communication, such as asking us to contact you only in a particular way or at a particular location.
- Request restrictions on certain uses or disclosures of your information.
- Ask us not to disclose information about services you paid for fully out of pocket to your health plan, unless disclosure is required by law.
- Request an accounting of certain disclosures made during the previous six years.
- Receive a paper or electronic copy of this notice.
- Choose someone with legal authority to act on your behalf.
- File a complaint if you believe your privacy rights have been violated.

Special protections

Psychotherapy notes

Psychotherapy notes receive additional legal protection and generally will not be used or disclosed without your written authorization, except in limited circumstances permitted by law.

Behavioral-health and substance-use-disorder records

Behavioral-health records may receive additional protection under federal law, Arizona law, and professional ethical standards. If Vera creates or maintains substance-use-disorder records protected by 42 C.F.R. Part 2, those records receive additional confidentiality protections and generally may not be used against you in legal or administrative proceedings without your written consent or a qualifying court order and subpoena.

Our responsibilities

- We are required to protect the privacy and security of your PHI.
- We must follow the duties and privacy practices described in the notice currently in effect.
- We will notify you if a breach occurs that may have compromised the privacy or security of your information.
- We will not use or share your information in ways not described in this notice unless you authorize us in writing.
- You may revoke a written authorization at any time, except to the extent that we have already acted in reliance on it.

Electronic communication, telehealth, and service providers

Vera uses secure systems and reasonable safeguards for telehealth, electronic records, scheduling, billing, and payment. Email and text messaging may carry privacy risks and cannot be guaranteed to be completely secure. We may work with service providers that

perform practice functions involving PHI. When required, those vendors enter into agreements requiring them to protect your information.

Changes to this notice

We may change the terms of this notice. A revised notice may apply to information we already maintain as well as information received in the future. The current notice will be available on our website and upon request.

Complaints

You may file a complaint with Vera Counseling Collective or with the U.S. Department of Health and Human Services, Office for Civil Rights, if you believe your privacy rights have been violated. You will not be retaliated against for filing a complaint.

Contact information

Practice	Vera Counseling Collective, PLLC
Privacy contact	Kaiti Williams, LPC
Email	hello@veracounselingcollective.com
Phone	(623) 252-6140

Federal complaints

U.S. Department of Health and Human Services, Office for Civil Rights
200 Independence Avenue, S.W., Washington, D.C. 20201
Phone: 1-877-696-6775
Online: hhs.gov/hipaa/filing-a-complaint

ACKNOWLEDGMENT OF RECEIPT

By signing below, I acknowledge that I received or was offered access to Vera Counseling Collective's Notice of Privacy Practices. My signature confirms receipt only. It does not mean that I agree to any special use or disclosure of my health information, and declining to sign does not affect my ability to receive services.

Client name	
Client / authorized representative signature	
Relationship to client, if applicable	
Date	

For practice use if acknowledgment is not obtained.