



Tulsa Educare, Inc. Privacy Policy

We Are Committed to Safeguarding Customer Information

In order to better serve your needs now and in the future, we may ask you to provide us with certain information. We understand that you may be concerned about what we will do with such information – particularly any personal educational, health or financial information that identifies you and your child’s (“personal information”). We agree that you have a right to know how we will utilize the personal information you provide to us. Therefore, we have adopted this Privacy Policy to govern the use and handling of your and your child’s personal information.

Applicability

This Privacy Policy governs our use of the nonpublic personal information that you provide to us. It does not cover information we have obtained from any other source, such as information obtained from a public record or from another person or entity.

Types of Information

Depending upon which of our services you are utilizing the types of personal information we may collect include:

- Information we receive from you on applications, forms and in other communication to us, whether in writing, in person, by telephone or any other means;
- Information about your transactions with us, our affiliated companies, or others, and
- Information we receive from a consumer-reporting agency

Use of Information

Tulsa Educare, Inc. (TEI) follows all federal and state laws applicable to the information you provide. In particular, the Family Educational Rights and Privacy Act (FERPA) governs our treatment of child education records and the Health Insurance Portability and Accountability Act (HIPAA) governs our treatment of identifiable health information. Summary information about each of these laws is provided below.

In general, the information we request from you will be used and disclosed in association with the services provided to you and your child, the payment for such services and TEI business operations (including quality control efforts and customer analysis). We will not release you or your child’s information to nonaffiliated parties except: (1) as necessary for us to provide a product or service you have requested of us; or (2) as permitted by law. We may also provide your personal information to companies under contract or otherwise affiliated with TEI. Such affiliated companies may include community based nonprofit organizations, education organizations, school officials, clinics, and state agencies. Absent your prior consent, the amount of identified personal information disclosed to affiliated companies will be limited to that necessary for purposes of providing or improving services or business operations. We may provide aggregated customer information without prior consent.

Former customers

Even if you are no longer our customer, our Privacy Policy will continue to apply to you and your child’s personal information which we may maintain for an indefinite period after the customer relationship has ceased.

Confidentiality and Security

We will use our best efforts to ensure that unauthorized parties do not have access to any of your information. We restrict access to you and your child’s personal information to those individuals and companies described as above. We will use our best efforts to train and oversee our employees and agents to ensure that you and your child’s information will be handled responsibly and in accordance with this Privacy Policy. We currently maintain physical, electronic and procedural safeguards that comply with federal and state regulations to guard you and your child’s personal information.

Amendments

TEI reserves the right to change the terms of this privacy policy and will provide a revised copy upon request either by hand delivery, US mail or by posting the revised policy on the TEI website at <http://www.tulsaeducare.org>.

Notification of Rights under FERPA

The Family Educational Rights and Privacy Act (FERPA) affords parents and children (“eligible students”) certain rights with respect to the child’s records. These include:

1. The right to inspect and review the child education records. Parent or guardian should submit to TEI a written request that identifies the records they wish to inspect. TEI will notify the parents or guardians of the time and place where the records may be inspected.
2. The right to request the amendment of the child’s education records that the parent or guardian believes are inaccurate, misleading or otherwise in violation of the child privacy rights under FERPA. TEI retains the right not to amend the record as requested. If TEI chooses not to amend the record as requested, TEI will notify the parent or guardian of the decision and advise them of the right to a hearing regarding their request for amendment.
3. The right to consent to disclosures of personally identifiable information contained in the child’s education records except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by TEI as an administrator, supervisor, instructor or support staff member including, health and medical staff, a person serving on the TEI Board, a person or company with whom TEI has contracted as its agent to provide a service instead of using its own employees or officials or a parent or student serving on an official committee, such as a disciplinary or grievance committee or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

In accordance with The Family Educational Rights and Privacy Act (FERPA), TEI may disclose, without consent, “directory” information such as a student’s name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, TEI must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. TEI must notify parents and eligible students annually of their rights under FERPA.

HIPAA Privacy Notice

This notice describes how your health information may be used by TEI. This notice also tells you about your rights to keep your health information private and explains how you may access your health information.

Health Information Rights

Right to Inspect and Copy

You have the right to see your health information that TEI has on record. You also have a right to get a copy of this information. You do not have the right to see psychotherapy notes. You also do not have the right to see health information needed for court or administrative actions.

Right to Request an Amendment

If you think the health information TEI has is wrong, or part is missing, you can ask TEI in writing to make corrections. TEI can turn down the request if you do not give a reason. Your request can also be turned down if TEI did not create the health information or if TEI thinks the information is correct.

Right to an Accounting of Disclosures

TEI does not have to tell you when your health information is disclosed for purposes of your medical treatment, payment for medical treatment, or operation of the healthcare program operated by TEI. If your health information is disclosed for any other reason, you'll be given a list of the disclosures if you ask. You will only be given disclosures made after April 14, 2011. A maximum of six years of disclosures will be given to you.

Right to Ask for Limits

You can ask TEI to only use your health information for medical treatment, payment for medical care or operation of a healthcare program. TEI does not have to agree to your request. If TEI agrees to your request, TEI can still use your health information to provide emergency care.

Right to Request Confidential Communication

You can ask TEI to talk with you about healthcare in a certain way. For example, you can ask TEI to only call you at home. TEI will try to meet all reasonable requests.

What TEI can do with your health information

TEI can use your health information as described below:

Treatment and Payment

TEI can give you and your child's health information to people who design a plan of health care for you and/or your child, provide health care services to you and/or your child and provide payment for your health care services such as Medicaid or Worker's Compensation. These people include nurses, doctors, therapists, government agencies and social workers. These people and companies have to follow the same rules that TEI does about keeping your health information private. TEI will do this only if it is needed for you to get benefits.

Health Oversight Activities

TEI can share health information with other agencies when required by law for oversight activities. Examples of oversight activities are auditing and inspections.

Required by Law

TEI will give your health information to a law enforcement official to stop a serious threat to the health and safety of you or someone else and/or a coroner, medical examiner, funeral director or other official when required by state, local or federal law.

Organ Donors

If you are an organ donor, TEI can give your health information to an organization that participates in organ donation or transplant.

Military

If you are a veteran, or current member of the Armed Forces, TEI can be made to give your health information to the military or Veteran's Administration.

Right to Request a Paper Copy of this Notice

You can have a paper or electronic copy of this notice by mailing your request for a paper copy to: Executive Director, Tulsa Educare, Inc., 2190 S 67th E. Avenue, Tulsa, OK 74129.

If you want to use any of these rights, send a written request to: Executive Director, Tulsa Educare, Inc., 2190 S 67th E. Avenue, Tulsa, OK 74129. For child information, contact your Family Advocate or School Director.