

CALIFORNIA PRIVACY NOTICE

About this Notice

This California Privacy Notice discloses information gathering and dissemination practices of New Directions Behavioral Health, LLC pursuant to the California Consumer Privacy Act of 2018 (“CCPA”).

Collection of Personal Information from Site

New Directions may collect the following categories of personal information:

1. Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier, internet protocol address, email address, account name, social security number, driver’s license number, passport number, or other similar identifiers.
2. Personal information as defined in the California Customer Records Law including name, address, contact information, identification card, insurance number education, employment, employment history and financial information.
3. Characteristics of protected classifications under California or federal law.
4. Commercial information, including records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
5. Biometric information.
6. Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding interactions with our internet website, application, or advertisement.
7. Geolocation data.
8. Audio, electronic, visual, thermal, olfactory, or similar information in connect with business activity
9. Professional or employment-related information.
10. Education information as defined in the Family Educational Rights and Privacy Act.
11. Inferences drawn from any of the information identified in this subdivision to create a profile about an individual.

New Directions collects this personal information from affiliates, customers, clients, employees, vendors, suppliers, agents, joint venture partners, administrators authorized by your organizations or employers, third parties, data suppliers, service providers, facilities, publicly available sources, joint marketing sources and organizations in which you are affiliated or employed and other sources as required by law.

Use of Personal Information Collected

Personal information collected by New Directions may be used by New Directions for many reasons including the following:

1. Help manage the health care treatment you receive. We can use your health information and share it with professionals who are treating you. Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange additional services.

2. Run our organization. We can use and disclose your information to run our organization and contact you. We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans. Example: We use health information about you to develop better services for you.
3. Pay for your health services. We can use and disclose your health information as we pay for your health services. Example: We share information about you with your health plan to coordinate payment for your behavioral health or EAP services.
4. Administer your health plan. We may disclose your health information to your health plan sponsor for plan administration. Example: Your company contracts with us to provide a health plan, and we provide your company with certain statistics to explain the premiums we charge.
5. Help with public health and safety issues. We can share health information about you for certain situations such as:
 - Preventing disease
 - Helping with product recalls
 - Reporting adverse reactions to medications
 - Reporting suspected abuse, neglect, or domestic violence
 - Preventing or reducing a serious threat to anyone's health or safety
 - Respond to requests from a medical examiner
 - We can share health information with a coroner or medical examiner when an individual dies.
6. Research. We can use or share your information for health research, testing, analysis and product development.
7. Comply with the law. We will share information about you if state or federal laws require it.
8. Address workers' compensation, law enforcement, and other government requests. We can use or share health information about you:
 - For workers' compensation claims
 - For law enforcement purposes or with a law enforcement official
 - With health oversight agencies for activities authorized by law
 - For special government functions such as military, national security, and presidential protective services
9. Respond to lawsuits and legal actions. We can share health information about you in response to a court or administrative order, or in response to a subpoena.

New Directions does not sell any personal information.

Disclosure of Personal Data to Third Parties

Any third party to which New Directions shares or otherwise discloses personal information will be under a contractual obligation to use the personal information solely for marketing products, services and business purposes.

New Directions will only disclose information to third parties in aggregate form that is publicly available, and/or that is knowingly and lawfully obtained. New Directions discloses the following categories of personal information:

1. Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier, internet protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers.
2. Personal information as defined in the California Customer Records Law including name, address, contact information, identification card, insurance number education, employment, employment history and financial information.
3. Characteristics of protected classifications under California or federal law.
4. Commercial information, including records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
5. Biometric information.
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Consumer Rights

You have the right to request that New Directions discloses certain information about the collection, use and disclosure of your personal information over the past twelve (12) months including the following:

1. Categories of personal information we collected about you
2. Categories of sources for the personal information we collected about you
3. Specific pieces of personal information we collected about you
4. Our business or commercial purpose for collecting personal information about you
5. Categories of personal information about you we share or disclose to third parties
6. Categories of third parties with whom we share your personal information

You have the right to request that New Directions deletes personal information we have collected about you subject to some exceptions.

You have the right not to be discriminated against for having exercised your rights under the CCPA.

Access to and Ability to Delete Personal Information

Upon request via postal mail, e-mail, or phone, New Directions will provide to you with any personal information retained by New Directions within twelve (12) months from the request. The information will be provided in accordance with the CCPA. You may access personal information that New Directions has collected or may cause your personal information to be deleted from the

database of New Directions by contacting New Directions via postal mail, e-mail, or telephone at the addresses below.

Postal Mail: Privacy Officer
 New Directions Behavioral Health
 PO Box 6729
 Leawood, KS 66206-0729

E-mail: privacy@ndbh.com

Phone: 1-877-836-3867

New Directions Right to Change Privacy Statement

New Directions reserves the right to change this Privacy Statement at any time by notifying you of the existence and location of the new or revised privacy statement.