Sunshine State of Mind Therapy, LLC

Notice of Privacy Practices

Effective Date: October 28, 2026

922 Mar Walt Dr., Suite 200
Fort Walton Beach, FL 32547
Phone: 850-710-0872
Privacy Contact Email: jordan.ramos@ssomtherapy.com
Website: https://www.ssomtherapy.com

Practitioner and Privacy Officer: Jordan Ramos, Registered Mental Health Counselor Intern (RMHCI), Florida Registration IMH29938
Qualified Supervisor: Jamie Greene, LMHC, QS, Florida License MH19289

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.

Our responsibilities

Sunshine State of Mind Therapy, LLC protects information that identifies you and relates to your health, therapy, or payment for services.

We are required by applicable law to maintain the privacy and security of your protected health information, provide this notice of our legal duties and privacy practices, and follow the notice currently in effect. We will notify you as required by law following a breach of your unsecured protected health information.

Florida law and other applicable laws may provide stronger confidentiality protections than HIPAA. We follow those additional protections when they apply. Permission under HIPAA alone does not override a more protective law.

How we use and disclose information

The following uses and disclosures are subject to applicable confidentiality laws and any consent or authorization those laws require.

Treatment and clinical supervision. We use information to assess your needs, develop treatment plans, and provide therapy. For example, your therapist reviews symptoms and treatment progress to plan your care. Jordan Ramos practices as a Registered Mental Health Counselor Intern under the qualified supervision of Jamie Greene, LMHC, QS. Relevant clinical information may be discussed during supervision for treatment oversight

and professional development, consistent with applicable law. Coordination with outside providers occurs with your written permission when required.

Payment. The Practice is self-pay only and does not submit insurance claims on your behalf. We use information to prepare invoices, process payments, maintain billing records, and collect fees. If you request a receipt or superbill for your own insurance submission, it may include information such as a diagnosis and services provided.

Practice operations. We use information to administer the Practice, review quality of care, maintain records, and meet legal obligations. Vendors providing services such as electronic health records, secure communications, or billing may access information necessary to perform their services, subject to legally required agreements and safeguards.

Appointment reminders and treatment information. We may contact you about appointments, treatment options, or services related to your care. You may request a different reasonable communication method or location.

People involved in your care. When legally permitted, we may share relevant information with a person you identify as involved in your care or payment. We obtain written permission when required. If you cannot express your wishes, limited disclosures may occur only as applicable law permits.

Abuse, neglect, or exploitation. We disclose information when required by law to report suspected child abuse, abandonment, or neglect, or abuse, neglect, or exploitation of a vulnerable adult.

Serious threats and emergencies. We may disclose information when applicable law permits or requires action to address a serious threat or emergency. Florida law requires disclosure to law enforcement under specified circumstances involving a specific threat of serious bodily injury or death and a clinical judgment that the client has the apparent intent and ability to carry it out imminently or immediately. Disclosure to a potential victim may also be permitted.

Legal proceedings and oversight. We may disclose information when legally required or permitted for licensing investigations, health oversight, or legal proceedings. A request or subpoena does not automatically eliminate confidentiality or privilege. We evaluate applicable legal requirements before releasing information. Limited disclosures may also be permitted to defend against a complaint or action you bring concerning our services.

Other legally authorized purposes. Where applicable, disclosures may occur for public health activities, legally authorized law enforcement purposes, medical examiner or

coroner duties, workers' compensation, or specialized government functions. Each disclosure must satisfy applicable federal and Florida confidentiality requirements.

Compliance with law. We disclose information when required by applicable law, including to the U.S. Department of Health and Human Services when necessary to determine compliance with federal privacy requirements.

Uses requiring written authorization

We obtain your written authorization for uses and disclosures that are not otherwise permitted or required by law and described in this notice. These include:

- Most uses and disclosures of separately maintained psychotherapy notes.
- Marketing uses and disclosures requiring authorization under HIPAA.

Psychotherapy notes have a specific legal meaning. They are maintained separately from the clinical record and differ from ordinary progress notes, diagnoses, and treatment plans.

You may revoke an authorization in writing by contacting the Privacy Officer. Revocation does not undo actions already taken in reliance on that authorization.

Substance use disorder records

The Practice does not operate a specialized substance use disorder treatment program. However, we may receive records from other providers that are protected by federal law, 42 CFR Part 2. These protections apply to qualifying records, rather than automatically to every mention of substance use in therapy.

If we receive or maintain Part 2 records, we follow applicable restrictions. Such records, and testimony about their contents, cannot be used or disclosed in civil, criminal, administrative, or legislative proceedings against you without your written consent or a qualifying court order accompanied by a subpoena or other legal requirement.

Where Part 2 permits sharing for treatment, payment, and healthcare operations under your consent, a HIPAA covered entity or business associate receiving those records may further disclose them as HIPAA permits, subject to Part 2's continuing restrictions on proceedings against you.

Information disclosed to a recipient may be redisclosed and may no longer be protected by HIPAA. Part 2, Florida law, or other applicable laws may continue to restrict its use or disclosure.

If we use information for fundraising, you may opt out. Before using Part 2 records for fundraising, we will provide a clear opportunity to choose whether to receive those communications.

Your privacy rights

Contact the Privacy Officer below for assistance exercising these rights.

Inspect or obtain records. You may request to inspect or obtain a copy of health and billing information used to make decisions about you, in an available electronic or paper format. We generally act within 30 calendar days. If a legally permitted extension is necessary, we explain the delay and completion date in writing. Any copying fee will comply with applicable law. Certain information, including separately maintained psychotherapy notes, is excluded from HIPAA's access right. If we deny access, we explain the reason and any available review rights.

Request a correction. You may submit a written request explaining why information is inaccurate or incomplete. We generally act within 60 days, with written notice if a permitted extension is necessary. If we deny your request, we explain why and how you may submit a statement of disagreement.

Request confidential communications. You may ask us to contact you in a particular reasonable way or at a different location—for example, using a specified telephone number or mailing address. We accommodate reasonable requests.

Request restrictions. You may ask us to limit information used or disclosed for treatment, payment, or operations, or shared with people involved in your care. We generally do not have to agree unless applicable law requires it. If you or someone on your behalf pays for a service in full out of pocket, you may require us not to disclose information solely about that service to your health plan for payment or healthcare operations, unless disclosure is required by law.

Receive an accounting of disclosures. You may request a list of certain disclosures made during the preceding six years. The list excludes certain disclosures, including many made for treatment, payment, operations, or with your authorization. One accounting in a 12-month period is free. We will explain any permitted charge for additional requests before proceeding.

Receive a paper copy. You may obtain a paper copy of this notice at any time, even if you previously agreed to receive it electronically.

Act through a personal representative. A person legally authorized to act for you may exercise applicable rights on your behalf. We verify that authority and apply any legal exceptions.

Questions and complaints

For questions, privacy requests, or complaints, contact:

Jordan Ramos, Registered Mental Health Counseling Intern — Privacy Officer
Sunshine State of Mind Therapy, LLC
922 Mar Walt Dr., Suite 200
Fort Walton Beach, FL 32547
Phone: 850-710-0872
Email: jordan.ramos@ssomtherapy.com

To file a complaint with the Practice, submit a written description of your concern to the Privacy Officer using the mailing or email address above.

You may also file a complaint with the **U.S. Department of Health and Human Services, Office for Civil Rights**, following the instructions at:

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

Complaints generally must be filed within 180 days of when you knew of the alleged violation, although extensions may be allowed for good cause.

We will not retaliate against you for filing a complaint or exercising your privacy rights.

Changes to this notice

We may change this notice as permitted by law and make revised terms apply to information we already maintain and information we receive in the future. The revised notice will show its effective date and will be available upon request, at our service location, and on our website.