

Privacy and Confidentiality Policy

PRIVACY AND CONFIDENTIALITY POLICY

Discover Focus Cognitive Coaching, LLC

Effective Date: August 1, 2026 Last Reviewed: October 12, 2026

SECTION 1: OUR COMMITMENT TO YOUR PRIVACY

Discover Focus Cognitive Coaching, LLC ("we," "us," "Coach") is committed to protecting the privacy and confidentiality of all client information. This Privacy and Confidentiality Policy explains what information we collect, how we use it, when we may share it, and your rights regarding your information.

SECTION 2: INFORMATION WE COLLECT

2.1 Personal Identifying Information

- Full name, address, phone number, email address
- Date of birth
- Emergency contact information

2.2 Health and Background Information

- Self-reported diagnoses or conditions (e.g., ADHD, learning differences, anxiety)
- Current medications (if voluntarily disclosed and relevant)
- Prior professional services received
- Educational and occupational background

2.3 Coaching Information

- Intake questionnaire responses
- Session notes and progress documentation
- Goals, strategies, and action plans
- Payment and billing information

2.4 Technical Information (if using virtual services)

- Platform-generated data (Zoom, Google Meet, etc.)
 - Email correspondence records
 - Text messages
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SECTION 3: HOW WE USE YOUR INFORMATION

We use your information solely for the following purposes:

- Providing effective and personalized coaching services
- Scheduling and administrative purposes
- Billing and payment processing
- Communicating with you about your coaching services
- Professional consultation (de-identified) when seeking peer support or supervision
- Compliance with legal obligations
- Emergency situations involving risk to life or safety

We do not sell, rent, or trade your personal information to third parties.

SECTION 4: CONFIDENTIALITY & PRIVACY

4.1 Standard of Confidentiality

All information shared in the coaching relationship is treated as confidential. Coach will not disclose your information to any third party without your written consent, except as described in Section 4.2.

4.2 Exceptions to Confidentiality

Coach respects your privacy and will maintain the confidentiality of information shared during coaching, subject to the following exceptions. Information may be disclosed **without your consent** when disclosure is required or permitted by applicable law, including in the following circumstances:

1. **Serious Safety Concerns:** If Coach reasonably believes that disclosure is necessary to address a serious and imminent risk of harm to you or another person, Coach may contact emergency services or disclose relevant information to appropriate individuals or authorities, as permitted or required by applicable law.
2. **Legal Compulsion:** If Coach is legally required to disclose information, including in response to a valid court order or other enforceable legal process, Coach will respond in accordance with applicable law. Where legally permitted and appropriate, Coach will make reasonable efforts to notify you before disclosing information.
3. **Suspected Abuse or Neglect:** Coach will comply with any mandatory reporting obligations applicable to Coach and the circumstances, which may involve suspected child abuse or neglect or suspected abuse, neglect, or exploitation of an eligible or vulnerable adult. Reporting obligations may vary depending on applicable law, the nature of the concern, and the location of the individuals involved.
4. **Deceased Client:** Following a client's death, Coach may disclose confidential information when required or permitted by applicable law, including to a legally

authorized representative when appropriate.

4.3 Consultation

Coach may occasionally consult with other coaching professionals or supervisors for professional development purposes. In such cases, identifying information will be removed or minimized to the greatest extent possible.

4.4 HIPAA

Discover Focus provides coaching services and does not constitute licensed medical care or mental health counseling. This Agreement does not create a HIPAA-covered provider relationship merely because information discussed may relate to Client's health or functioning. Client should not use ordinary email, text messaging, or other non-secure communication methods to send highly sensitive information unless Client understands and accepts the associated risks.

4.5 Privacy

Discover Focus may use ordinary business systems and third-party technology providers, including Google Meet and payment processing services, to provide services. Client understands that electronic communications and internet-based services carry inherent privacy and security risks.

SECTION 5: RECORDS RETENTION AND SECURITY

5.1 Record Keeping

Coach maintains coaching records including intake forms, session notes, and billing information for a minimum of **5 years** following the last date of service (or until a minor client reaches age 21, whichever is later).

5.2 Storage and Security

- **Paper records** are stored in locked filing cabinet(s) in a secure location
- **Electronic records** are stored using password-protected devices and/or encrypted cloud storage
- Payment information is handled through secure payment platforms
- Records are accessible only to Coach and, where legally required, authorized parties.

5.3 Disposal

Records are disposed of in a manner that protects confidentiality:

- Paper records: Cross-cut shredding
 - Electronic records: Secure deletion
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SECTION 6: DIGITAL COMMUNICATION AND VIRTUAL SESSIONS

6.1 Email

Email is a convenient but not fully secure form of communication. By providing your email address, you consent to email communication regarding scheduling, invoices, and non-sensitive coaching matters. Please do not email sensitive personal information.

6.2 Text Messaging

If Coach and Client communicate via text, Client acknowledges that text messaging is not encrypted and information may be accessible to third parties. Use of text messaging for non-sensitive communication is done at Client's discretion and risk.

6.3 Virtual Platforms

When using Google Meet, or other virtual platforms:

- Coach will use platforms with reasonable security settings
- Sessions will not be recorded without mutual written consent
- Client is responsible for ensuring their own environment and device security

6.4 Social Media

Coach will not initiate social media contact with clients. If Client contacts Coach via social media, Coach will redirect to appropriate channels to protect confidentiality.

SECTION 7: YOUR RIGHTS

You have the right to:

- **Access** your records (in most circumstances), by making a written request
 - **Request corrections** to inaccurate information
 - **Request restrictions** on how your information is used or shared (Coach will consider such requests, though cannot guarantee all restrictions)
 - **Receive a copy of this Privacy Policy** at any time
 - **Revoke authorizations** you have previously given for disclosure, in writing (revocation is not retroactive)
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SECTION 8: CONTACT FOR PRIVACY CONCERNS

If you have questions, concerns, or complaints regarding this Privacy Policy or the handling of your information, please contact:

Veronica Immethun
Discover Focus Cognitive Coaching, LLC
(816) 287 – 1910

discoverfocuscoach@gmail.com

Business mailing address is available upon request.