

The Springboard Center

SMS (Text Messaging) Privacy Policy

At The Springboard Center, we value your privacy and are committed to ensuring the confidentiality and security of your SMS (Text Messaging) communications. This SMS Privacy Policy outlines how we collect, use, and protect your SMS data in compliance with industry standards and regulations.

By providing your mobile phone number during **inquiries, admission, or as an outpatient client**, you consent to receiving text messages (SMS/MMS) from **The Springboard Center** regarding your treatment coordination, appointment reminders, and clinical updates.

- **Frequency:** Message frequency varies based on your individual needs and scheduling.
- **Fees:** Message and data rates may apply.
- **Opt-Out:** You may opt out of receiving text messages at any time by replying "**STOP**" to any message you receive.
- **Privacy:** Your mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. This information will not be shared with any third parties.

Collection and Use of SMS Data

When you communicate with us via SMS, we may collect limited information, such as:

- Your phone number
- The content of your messages

We collect this data to facilitate communication, provide support, deliver updates, or share relevant information about our services. We will not use your SMS data for any other purposes without your explicit written consent. Additionally, we do not sell, rent, or share your SMS data with third parties.

Opt-In Process

To ensure you have control over your communication preferences, we operate on an opt-in basis for SMS notifications:

1. You will receive an initial opt-in message from our number.
2. Follow the instructions provided to confirm your subscription by replying with "YES."
3. Once confirmed, you will receive a follow-up message acknowledging your successful enrollment in our SMS communication system.

Frequency of Messages

We strive to keep SMS communications to a reasonable frequency and relevance. You may expect to receive SMS messages from us only when necessary for appointment reminders, scheduling adjustments, or important updates related to our services. We do not engage in unsolicited marketing messages via SMS without your explicit consent.

Protection of SMS Data

We take the security of your SMS data seriously. Our systems implement industry-standard measures to protect against unauthorized access, alteration, or disclosure. These measures include encryption, secure access protocols, and regular system audits to ensure compliance with privacy standards.

Disclosure of SMS Data

Your SMS data is never disclosed to third parties except under the following circumstances:

- To comply with legal obligations, such as court orders or subpoenas.
- To protect our rights, property, or the safety of our employees, customers, or others.

We remain transparent in such cases and will notify you where legally permissible.

NOTICE OF PRIVACY PRACTICES – UPDATES AND AMENDMENTS

Effective Date: February 16, 2026

This section updates and supplements the Notice of Privacy Practices previously issued by The Springboard Center. These updates reflect changes in federal privacy regulations, including updates to HIPAA and 42 CFR Part 2 protections for substance use disorder (SUD) records. Where any conflict exists between this section and prior language in this Notice, this Updates section controls.

Enhanced Protections for SUD Records:

- SUD records may not be used or disclosed without specific written consent, except as permitted by law.
- SUD records cannot be used in civil, criminal, administrative, or legislative proceedings against the individual without consent or qualified court order.
- Law enforcement does not receive special access to SUD records.

Fundraising Communications:

Individuals may opt out of fundraising communications without impact to care or payment.

Redisclosure Notice:

Once information is disclosed under HIPAA, it may be subject to redisclosure by the recipient.

Removal of Reproductive Health Language:

Prior references to reproductive health privacy protections have been removed consistent with current federal guidance.

NOTICE OF PRIVACY AND CONFIDENTIALITY & BILL OF RIGHTS

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.

GENERAL INFORMATION

The confidentiality of alcohol and drug abuse client records maintained by The Springboard Center (TSC) is protected by two federal laws: the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 U.S.C. § 132d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2. Generally, The Springboard Center may not say to a person outside the program that you attend the program, nor disclose any information identifying you as an alcohol and/or drug user or disclose any other protected information except as permitted by federal law. TSC must obtain your written consent before it can disclose information about you for payment purposes. For example, TSC must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before TSC can share information for treatment purposes or for health care operations. However, federal law permits TSC to disclose information *without* your written permission:

1. Pursuant to an agreement with a qualified service organization/ business associate;
2. For research, audit or evaluation;
3. To report a crime committed on TSC premises or against TSC personnel;
4. To medical personnel in a medical emergency;
5. In connection with treatment, payment (insurance company) or health care operations;
6. To appropriate authorities to report suspected child or elder abuse and/or neglect;
7. As allowed by a court order.

Before TSC can use or disclose any information about your health in a manner which is not described above, we must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may

be revoked by you in writing. Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. TSC is not required to agree to any restrictions you request, but if it does agree then it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency. You have the right to request that we communicate with you by alternative means or at an alternative location. TSC will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy our own health information maintained by TSC, except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal or administrative proceeding or in other limited circumstances. Under HIPAA you also have the right, with some exceptions, to amend health care information in TSCs' records, and to request and receive an accounting of disclosures of your health-related information made by TRS during the six years prior to your request. You also have the right to receive a paper copy of this notice.

Your Rights Under HIPAA and The Confidentiality Law

- a. You have the right to have information about you kept private and to be told about the times when the information can be released without your permission. The right to confidentiality as provided for in Title 42, Code of Federal Regulations, Part 2 and HIPAA. You have the right to receive covered entity's Privacy Notice.
- b. The right to be accorded access to your file and the right to own the information within your file (with the exception of) psychotherapy notes.
- c. The right to request corrections or erroneous and/or incomplete information.
- d. The right to prohibit re-disclosure of client information.
- e. The right to request transmittal of communications in an alternative manner.
- f. The right to obtain an accounting of disclosures.
- g. The right to make a complaint to the Springboard Center's Privacy Officer or the HHS Office of Civil Rights without fear of retaliation.

CLIENT BILL OF RIGHTS

In accordance with Title 6 of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title 9, Section 10800, and Americans with Disabilities Act of 1990, and Texas DSHS 448.701, each person receiving services from an alcoholism or drug abuse recovery or treatment facility shall have rights which include, but are not limited to, the following:

1. The right to confidentiality as provided for in Title 42, Code of Federal Regulations, Part 2 and HIPAA and the right to receive the above Privacy Notice.
2. To be accorded dignity in contact with staff, volunteers, board members and other persons. You have the right to have your rights explained to you in simple terms, in a way you can understand within 24 hours of admission, which can help in decision making.
3. You have the right to accept or refuse treatment after receiving this explanation.
4. If you agree to treatment or medication, you have the right to change your mind at any time (unless specifically restricted by law).
5. You have the right to a humane environment that provides reasonable protection from harm and appropriate privacy for your personal needs and the right to be accorded safe, healthful and comfortable accommodations to meet your needs.
6. You have the right to be free from abuse, neglect, and exploitation.
7. You have the right to be treated with dignity and respect.
8. You have the right to appropriate treatment in the least restrictive setting available that meets your needs.
9. You have the right to be told the program's rules and regulations before you are admitted including, without limitations, the rules and policies related to restraints and seclusion. Your legally authorized representative, if there is any, also has the right to be and shall be notified of the rules and policies related to restraint and seclusion.
10. You have the right to be told before admission:

- a. the condition to be treated;
 - b. the proposed treatment;
 - c. the risks, benefits, and side effects of all proposed treatment and medication;
 - d. the probable health and mental health consequences of refusing treatment;
 - e. other treatments that are available and which ones, if any, might be appropriate for you;
 - f. the expected length of stay; and
 - g. what is to be expected of treatment.
11. You have the right to a treatment plan designed to meet your needs, and you have the right to take part in developing that plan.
12. You have the right to meet with staff to review and update the plan on a regular basis.
13. You have the right to refuse to take part in research without affecting your regular care.
14. You have the right not to receive unnecessary or excessive medication.
15. You have the right to be told in advance of all estimated charges and any limitations on the length of services of which TSC is aware.
16. You have the right to receive an explanation, in simple terms, of your treatment and your rights if you have questions while you are in treatment.
17. You have the right to make a complaint and receive a fair response from TSC within a reasonable amount of time. You have the right to be informed by the program of the procedures to file a grievance (without fear of retaliation) or appeal discharge.
18. You have the right to complain directly to the Texas DSHS at any reasonable time.
19. You have the right to get a copy of these rights before you are admitted, including the address and phone number of the Texas DSHS.
20. You have the right to have your rights explained to you in simple terms, in a way you can understand, within 24 hours of being admitted.
21. The right to be free from discrimination based on ethnic group identification, religion, age, sex, color, or disability.
22. The right to express preferences regarding counselor service providers.
23. The right to be free from fiduciary abuse.
24. The right to be free from any marketing or advertising publicity without written authorization.
25. The right to provision of services that will be responsive to the your social support and legal advocacy needs, when necessary.
26. The right to be free from intrusive procedures (strip searches or pat downs).
27. Any program conducting research using persons served as subjects shall comply with all federal regulations for protection of human subjects (Title 45. Code of Federal Regulations 46.) However, you have the right to refuse to take part in research without affecting your regular care.
28. For residential clients, the Client Bill of Rights also includes:
 - a. You have the right not to be restrained or placed in a locked room by yourself unless you are a danger to yourself or others.
 - b. You have the right to communicate with people outside TSC. This includes the right to have visitors, to make telephone calls, and to send and receive sealed mail. This right may be restricted on an individual basis by your physician or the Program Coordinator if it is necessary for your treatment or for security, but even then, you may contact an attorney or DSHS at any reasonable time.
 - c. If you consented to treatment, you have the right to leave TSC within four hours of requesting release unless a physician determines that you pose a threat of harm to yourself and others.

THE SPRINGBOARD CENTER'S DUTIES

TSC is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. TSC is required by law to abide by the terms of this notice. TSC reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. Revised notices will be posted in all TSC locations and website, as well as given to all active clients.

COMPLAINTS AND REPORTING VIOLATIONS

Complaints, grievances or questions regarding this notice, your HIPAA privacy/confidentiality and/or your client rights may be directed to:

Compliance Officer

The Springboard Center
200 Corporate Drive
Midland TX 79705
(432) 620-0255

Texas Health and Human Services Commission

Regulatory Services Complaint & Incident Intake,
Mail Code E-249
P.O. Box 149030
Austin, TX 78714-9030
(800) 458-9858, Option 1
cii.sa@hhsc.state.tx.us

Office of the Attorney General

Consumer Protection Division
P.O. Box 12548
Austin, TX 78711-2548
(512) 463-2185

Texas Medical Board

(Complaint against licensed physician)
Investigations Department MC-263
P.O. Box 2018
Austin, TX 78768-2018
Consumer Complaint Hotline: (800) 201-9353

Department of Family Protective Service

Abuse Neglect and Exploitation Hotline:
(800) 252-5400
DARS Services: (800) 628-5515
Texas Department of Insurance: (800) 252-343

HHS Office of the Ombudsman

P.O. Box 13247
Austin, TX 78711-3247
1-877-787-8999

The Springboard Center will take no retaliatory action against you if you file a complaint about our privacy practices or client rights practices. Violation of the Confidentiality Laws by a treatment program is a crime.

Effective Date: February 16, 2026 (Updated)