KEPT COVENANT LEGACY SOLUTIONS LLC

KCLS CONCIERGE SERVICES

A Little Help. A Lot of Heart.

CLIENT PRIVACY & SECURE RECORDS NOTICE

CLIENT DOCUMENT • CONTROLLED COPY

Informational notice • acknowledgment optional; avoid duplicating the information-release authorization.

Information collected: contact and service details, approved instructions, agreements, billing references, appointment logs, and incident or complaint records as necessary for concierge operations.

Purpose: scheduling, providing approved services, billing, responding to concerns, documenting incidents, and meeting applicable legal obligations.

Safeguards: original paper records locked; complete, readable scans in restricted business storage; role-limited access, individual accounts, MFA where supported, secure transmission, backups and recovery. No storage method guarantees absolute security.

Sharing: only with authorized recipients, service providers performing legitimate business functions subject to appropriate safeguards, or as permitted or required by law. Paying for services does not independently authorize access to client records.

Copies: receive your signed set at signing. Additional records or corrections: contact Support@kclslegacycare.com. Identity and authority are verified before additional disclosure under the existing records policy.

Retention: records generally kept at least seven years after services conclude, or longer where required; secure disposal follows the records policy.

This is a concierge privacy notice, not a claim of HIPAA-covered-entity status. Applicable Texas and federal privacy/breach-notification requirements require legal verification.

Privacy and Mandatory Safety Reporting

CONTROLLED PROCEDURE UPDATE | SAF-001 | 2026.10.31.1 | October 31, 2026

Reporting exception and limited sharing

KCLS may disclose relevant information to protective services, regulators, law enforcement or emergency responders as permitted or required by law. Mandatory reports do not require a client/family release. Share relevant facts through appropriate channels, protect the record and avoid unsafe notification to a suspected offender.

Access and confidentiality

Client and reporter information is handled under applicable law. Access to internal incident records is restricted and record requests receive applicable identity, authority and legal review. KCLS does not promise absolute secrecy, anonymous reporting or automatic family access. This remains a concierge privacy notice, not a claim of HIPAA-covered-entity status.

Direct help

Call 911 for immediate danger. Community adult/child concerns: Texas Abuse Hotline 1-800-252-5400. HHS regulated-provider/facility concerns: 1-800-458-9858 or responsible regulator. See the Client Safety and Abuse Reporting Notice. Informational update; no signature or return required.