Privacy

Your child's information is private. We keep it that way.

When you ask All Children Evaluation Services (ACES) to evaluate your child, you trust us with personal information about your child and your family — names and birthdates, contact details, health information, and the results of the evaluation. We take that trust seriously.

This page explains in plain language what information we collect, how we use it, who sees it, how we protect it, and what rights you have as a parent. If you ever have a question about your child's privacy, please ask us — we are glad to explain.

What information we collect

To evaluate your child, we collect:

- Your child's name, date of birth, and address, and your name and contact information.
- Information from your county Early Intervention office's referral, including the reason for the referral.
- Health and developmental information you share with us.
- Information from your child's doctor, when you give us permission to receive it.
- Notes and results from the evaluation itself.
- Information we need to bill New York State for the evaluation.

How we use it

We use your child's information only to:

- Carry out your child's evaluation and write the evaluation report.
- Share the results with your county Early Intervention office and your service coordinator, so they can plan next steps with you.
- Bill New York State for the evaluation.

We never sell your child's information, and we never share it for advertising or any commercial purpose.

Who sees your child's information — and who does not

Only people who need the information to do their jobs see it:

- The two evaluators on your child's team.
- ACES staff who need it to arrange or complete the evaluation.
- Your county Early Intervention office and your service coordinator.
- Your child's doctor — only if you give written permission.
- New York State reviewers, when the state checks that Early Intervention providers are following the rules. The law allows this without your consent.

No one else sees your child's information unless you sign a written permission form. You can limit what you agree to share, and you can take back your permission at any time — just tell us.

If a document contains information about more than one child, we black out the parts about the other children before sharing it.

Some information gets extra protection. Information about HIV, abuse, mental health treatment, or parentage is shared only when the law allows it. For HIV-related information, we need a special signed form before we share it.

ACES does not publish or share directory information about your child — no names, photos, or other details are released publicly.

How we protect it

Jacqueline Fox, our Director, is responsible for making sure your child's records stay private. Here is how we do that:

- Paper records are kept in locked files and locked rooms, and are put back in secure storage after use.
- Electronic records are protected with passwords, firewalls, and encryption, and are closed out after use.
- When our evaluators are out in the field, records travel in a locked container and a locked car, are never left where others can see them, and only the file for the child being seen is brought into the home.
- We keep a log of everyone who looks at your child's file, other than the Director.
- Everyone who works with ACES is trained on privacy when they start, again when the rules change, and at least once a year.
- Text messages are used only for appointment reminders and other office matters. A text from us will never include your child's name or other information that could identify your child or family.
- We only send personal information about your child by email if you have signed a consent form first. We will tell you the risks of email before you sign.

- Faxes are sent with a cover sheet that states the information is confidential, and only to a fax machine where the right person will receive it.
- Voicemail on our phones is password protected.
- The companies we use to help us work — for example, the services that handle our forms and messages — must protect your family's information too.

Your rights as a parent

Federal and New York State law give you strong rights over your child's information. The laws that protect your family include the Individuals with Disabilities Education Act (IDEA) Part C, the Family Educational Rights and Privacy Act (FERPA), and the New York State Department of Health Early Intervention regulations (10 NYCRR Subpart 69-4). Health information is also protected under the Health Insurance Portability and Accountability Act (HIPAA).

As a parent, you have the right to:

1. **See your child's records.** You can ask in writing to look at your child's records, or ask a representative to look at them for you. We will arrange a time that works for you — at your home or another place you agree on. If writing is difficult, you can ask by phone at (585) 510-2237.
2. **Get copies of your child's records.** Ask in writing, and we will provide copies within 10 working days. If you need the copies for a mediation or an impartial hearing, we will provide them within 5 working days. There is no charge to look at the records, and no charge for copies of evaluation and assessment reports or for finding the records. For other copies, we may charge up to 10 cents a page for the first copy and 25 cents a page for additional copies — and we will never let a copying charge keep you from seeing your child's records.
3. **Ask us to correct something you believe is wrong.** If you think information in your child's record is inaccurate, misleading, or violates your child's privacy, tell us or your service coordinator. If we decide not to change it, you will be told in writing, and you will have the right to ask for a hearing.
4. **Decide who else sees your child's information.** We will not share your child's information with anyone else without your written permission, except where the law allows sharing without your consent — for example, when the state reviews our work. You will always be told what you are agreeing to share, and with whom.
5. **Be told if your child's information is shared improperly.** If there is ever a breach or an unauthorized disclosure of your child's information, we will notify you, as the law requires.

6. **Complain if you believe your child's privacy rights were violated.** Start by talking to us (see below). You can also complain to the U.S. Department of Education at the address below. A complaint to the U.S. Department of Education must be sent within 180 days of when you first learned about the problem.

How long we keep records

We keep early intervention records for at least six years from the date services were provided to your child and family, as required for Medicaid. When records are no longer needed, paper records are shredded.

Our website

- If you use the contact form on this website, your message is sent to foxjackie@aol.com.
- To begin services, contact your County Department of Health Early Intervention Office and ask for ACES by name.

Questions or concerns about privacy

If you have a question about your child's privacy, or you believe your child's information was not handled properly, please contact us first:

Jacqueline Fox, Director All Children Evaluation Services (ACES) Phone: (585) 261-8341 Email: jfox@aces-ec.com

You can also contact your county Early Intervention Official, or file a system complaint with the New York State Department of Health, Bureau of Early Intervention, if you believe Early Intervention rules were not followed. A system complaint is investigated and you will receive a decision within 60 days.

To file a complaint under FERPA with the U.S. Department of Education:

Family Policy Compliance Office U.S. Department of Education 400 Maryland Avenue, SW Washington, DC 20202-4605

Complaints must be sent within 180 days of when you first learned about the problem, and should describe what happened, when it happened, and who was involved.

Learn more

- [New York State Early Intervention Program (New York State Department of Health)](https://www.health.ny.gov/community/infants_children/early_intervention/)
- [Parents' Questions and Answers — Your Parental Rights (New York State Department of Health)](https://www.health.ny.gov/community/infants_children/early_intervention/parents_questions_and_answers.htm)
- [County Early Intervention Program Contacts (New York State Department of Health)](https://www.health.ny.gov/community/infants_children/early_intervention/county_eip.htm)
- [Student Data Inventory (New York State Education Department)](https://www.nysed.gov/data-privacy-security/student-data-inventory)
- [Report an Improper Disclosure (New York State Education Department)](https://www.nysed.gov/data-privacy-security/report-improper-disclosure)

Assessment with Care, Experience for Success.

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