A Life to Live Home Care – Privacy Policy & SMS Terms and Conditions

Effective Date: 10.1.2024

A Life to Live Home Care ("we," "us," or "our") respects your privacy and is committed to protecting your personal information. This combined **Privacy Policy** and **SMS Terms & Conditions** describes the types of information we collect, how we use and share it, your rights, and the terms governing our SMS communication program.

By using our website, submitting forms, opting into SMS messaging, or providing your information in any way, you consent to the practices described in this policy.

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1. Information We Collect

We collect personal information when you visit our website, submit forms, apply for employment, or communicate with us. The types of information we may collect include:

- **Contact Information:** Name, phone number, email address, mailing address
- **Demographic Information:** Age, gender, city, or region
- **Service Information:** Details about care needs, preferences, or family members
- **Communication Preferences:** Opt-in choices for SMS/text messages, emails, and calls
- **Technical Information:** IP address, browser type, device type, and browsing behavior (via cookies or analytics tools)

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2. How We Use Personal Information

We use your information to:

- Provide requested services, quotes, or consultations
- Communicate about services, updates, and company announcements
- Send scheduling reminders, shift confirmations, and operational notifications
- Respond to inquiries or support requests
- Improve our website, marketing, and user experience
- Maintain legal and regulatory compliance

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

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3. Who We Share Personal Information With

Your information may be shared only in the following circumstances:

- **Service Providers:** Trusted vendors supporting scheduling, billing, staffing, marketing, or IT functions (all under confidentiality agreements)
- **Legal Requirements:** When required by law, regulation, subpoena, or court order
- **Business Transfers:** As part of a merger, acquisition, or sale of company assets (you will be notified of changes)

We do **not** share your information with unrelated third parties for their marketing purposes.

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4. SMS Consent & Messaging Terms

By opting into SMS communications from **A Life to Live Home Care**, you agree to receive text messages related to our services and business operations. These messages may include, but are not limited to:

- Scheduling updates and shift confirmations
- Employment-related alerts and team notifications
- Company announcements
- Training reminders and onboarding messages
- Urgent operational or safety updates
- General support or follow-up communication

Messaging frequency may vary depending on service needs and your role.

Costs

- **Message and data rates may apply.**

Opt-Out Instructions

You may opt out of SMS communication at any time by texting **STOP**.
To request support, reply **HELP** or visit **www.ALifeToLiveHomeCare.org**.

Use of Your Phone Number

Your mobile number is used **solely** for our internal service or employment-related communication purposes.
We do **not** sell, share, lease, or transfer your SMS consent to any third party or affiliate.

For more information on how we protect your information, review our full Privacy Policy at:
https://alifetolivehomecare.org/pdfs/Privacy_Policy.pdf

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5. Data Security

We implement administrative, technical, and physical safeguards to protect your personal information from unauthorized access or disclosure.
However, no internet or electronic storage method is completely secure, and we cannot guarantee absolute security.

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6. Cookies & Tracking

Our website may use cookies and similar technologies to:

- Improve user experience
- Analyze website traffic
- Customize content

You may disable cookies in your browser settings, though doing so may affect website functionality.

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7. Your Rights

You have the right to:

- Access and request a copy of your personal information
- Request corrections or updates
- Withdraw your consent to receive communications (including SMS)
- Request deletion of your information, subject to legal requirements

To exercise these rights, contact us at **info@ALifeToLiveHomeCare.org** or **717-727-0431**.

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8. Links to Third-Party Websites

Our website may contain links to external sites. We are not responsible for the content, security, or privacy practices of these websites.

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9. Updates to This Policy

We may update this Privacy Policy & SMS Terms periodically. Updates will be posted on this page with the revised effective date. We encourage you to review this document regularly.

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10. Contact Information

If you have questions about this Privacy Policy or SMS Terms, please contact:

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📧 info@ALifeToLiveHomeCare.org
🌐 www.ALifeToLiveHomeCare.org/privacy-policy