

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 Privacy Policy describes the types of information we collect, how we use and share it, and your rights related to that information.

By using our website, submitting forms, or providing your information to us in any way, you consent to the practices described in this Privacy Policy.

1. Information We Collect

We collect personal information from you in several ways, including when you visit our website, submit forms, or communicate with us directly. 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 you provide about care needs, preferences, or family members
 - **Communication Preferences:** Your opt-in choices for SMS/text messages, emails, and calls
 - **Technical Information:** IP address, browser type, device type, and browsing behavior collected through cookies or analytics tools
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2. How We Use Personal Information

We use your personal information to:

- Provide requested services, quotes, or consultations
- Communicate with you about services, updates, and company information
- Send text messages or emails for scheduling, reminders, and important updates
- Respond to inquiries or support requests
- Improve our website, marketing, and user experience
- Maintain legal and regulatory compliance

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

3. Who We Share Personal Information With

We may share your information only in the following limited situations:

- **Service Providers:** Trusted vendors who assist us in business operations (such as scheduling, billing, marketing, or IT support), bound by confidentiality agreements
- **Legal Obligations:** When required by law, regulation, or court order
- **Business Transfers:** In connection with a merger, acquisition, or sale of assets, in which case you will be notified of any changes

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

4. SMS Consent and Messaging Policy

If you choose to receive text messages from A Life to Live Home Care, we will use your phone number solely for communication related to our services, updates, or appointment notifications.

SMS consent is not shared with third parties.

We do not sell, lease, or transfer your SMS opt-in consent to any third party or affiliate for marketing or promotional use.

You may opt out of SMS communication at any time by replying **STOP** to any message or contacting us directly.

5. Data Security

We use administrative, technical, and physical safeguards to protect your information from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

6. Cookies and Tracking

Our website may use cookies and similar technologies to improve your experience, analyze website traffic, and customize content. You can adjust your browser settings to refuse cookies if you prefer.

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
- Request deletion of your information, subject to legal obligations

To exercise these rights, please contact us at info@ALifetoLiveHomeCare.org or by phone at **717-727-0431**.

8. Links to Other Websites

Our website may contain links to third-party websites. We are not responsible for the content or privacy practices of those websites.

9. Updates to This Policy

We may update this Privacy Policy periodically. Changes will be posted on this page with the revised effective date. We encourage you to review this policy regularly.

10. Contact Us

If you have questions about this Privacy Policy or how your information is handled, please contact:

A Life to Live Home Care

18 S George Street #41

York, PA 17401

☐ (717) 727-0431

☐ info@ALifetoLiveHomeCare.org

☐ www.ALifetoLiveHomeCare.org/privacy-policy