Privacy Policy

Trusted Hands Senior Care | Effective date: **01.2015**

This Privacy Policy explains how **Trusted Hands Senior Care, LLC** ("Trusted Hands," "we," "us") collects, uses and protects personal information through our website at **trustedhandscare.com** and our Caregiver Text Messaging Program (the "Program").

Client health information. Health information about the clients we care for is protected under HIPAA and handled under our separate Notice of Privacy Practices, available at www.trustedhandscare.com in the menu section or from our office. This Privacy Policy does not replace that notice.

1. Information we collect

- **Contact information** you give us, such as your name, email address, mobile number and mailing address, for example when you contact us, apply for a job or complete onboarding paperwork.
- **Text messaging information**, including your mobile number, your consent to receive texts (with its date), the messages we send you, and your replies.
- **Scheduling information** for caregivers, such as assigned visits, visit times, confirmations, shift offers you accept or decline, and clock-in status.
- **Website information** collected automatically, such as browser type, device information, pages visited and general location, through cookies and similar technologies.

2. How we use information

- To schedule and confirm client visits, offer open shifts, and contact caregivers about their schedules.
- To send Program text messages to caregivers who have agreed to receive them, and to honor opt-out requests.
- To respond to questions, provide our services, and operate and improve our website.
- To meet our legal, regulatory and compliance obligations, and to keep records of consent.

3. Text messaging and your mobile number

We do not sell, rent or share your mobile number or text messaging consent with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, except with the service providers that help us deliver the Program, who are bound to use it only for that purpose.

You can opt out at any time by texting STOP to 470-275-2608. Text HELP for help. Message and data rates may apply. Message frequency varies. See our Terms and Conditions at www.trustedhandscare.com for full Program terms.

4. How we share information

We share personal information only as needed to run our business and provide care:

- **Service providers** who work on our behalf, such as our scheduling system, text messaging and phone providers, email providers and technology partners. They may use the information only to provide services to us and must protect it.
- **Legal and safety reasons**, when required by law, subpoena or court order, or to protect the rights, safety and property of our clients, caregivers or others.
- **Business transfers**, if Trusted Hands is involved in a merger, acquisition or sale of assets, subject to this Privacy Policy.

We do not sell personal information.

5. Automated calls and messages

Trusted Hands uses an automated assistant to place and answer some scheduling calls and to send text messages. The assistant verifies a caller's identity before discussing any visit. Calls and messages may be recorded and kept for quality, scheduling and compliance purposes, for a minimum of 5 years.

6. How we protect information

We use administrative, technical and physical safeguards designed to protect personal information, including access controls and encryption in transit and at rest. No system is completely secure, so we cannot guarantee absolute security.

7. How long we keep information

We keep personal information for as long as needed for the purposes in this policy, including to meet legal, regulatory and record-keeping requirements, and then delete or de-identify it.

8. Your choices

- Opt out of text messages at any time by texting STOP to the 470-275-2608.
- Ask to review or update your contact information by calling **470-541-2100** or emailing **thscinfo@trustedhandscare.com**.
- Set your browser to refuse cookies. Some parts of the website may not work as intended.

9. Children's privacy

Our website and the Program are not directed to children under 13, and we do not knowingly collect personal information from them.

10. Changes to this policy

We may update this Privacy Policy from time to time. We will post the updated policy on our website with a new effective date.

11. Contact us

Trusted Hands Senior Care, LLC

600 Houze Way, Suite D5, Roswell, GA 30076

Phone: 470-541-2100 | Email: **thscinfo@trustedhandscare.com**