

Privacy Policy

Effective Date: 07/16/25

Ideal Companion Home Care LLC ("we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and safeguard your information when you visit our website or interact with us through SMS communications.

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** such as your name, phone number, email address, and mailing address.
 - **Service Information:** details related to the care and services you request or receive.
 - **Device Information:** your IP address, browser type, and interaction with our website.
 - **Communication Preferences:** including SMS opt-in and consent status.
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2. How We Use Your Information

We use the information we collect to:

- Provide and manage in-home care services.
 - Communicate with you about appointments, service confirmations, and updates.
 - Respond to your inquiries or customer service requests.
 - Improve the functionality and user experience of our website.
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3. SMS Terms & Conditions

By opting in to receive SMS messages from Ideal Companion Home Care LLC, you agree to the following terms:

- **Message Frequency:** You may receive appointment reminders, schedule updates, and service confirmations.
 - **Message & Data Rates:** Standard message and data rates may apply, depending on your mobile carrier.
 - **Opt-Out Instructions:** You can opt out at any time by replying **STOP** to any message. You may also reply **HELP** for assistance.
 - **Consent:** Your consent to receive SMS messages is not a condition of receiving services.
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4. No Third-Party Sharing for Marketing

We do not share your mobile information with third parties or affiliates for marketing or promotional purposes. All categories mentioned above exclude SMS opt-in data and consent information. This data **will not be shared** with any third parties.

5. Data Security

We implement reasonable and appropriate safeguards to protect your personal information from unauthorized access, use, or disclosure.

6. Your Rights and Choices

You have the right to:

- Access and update your personal information.
 - Withdraw your consent to receive SMS or other forms of communication.
 - Request deletion of your personal information, subject to applicable legal requirements.
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7. Website Security

We take your privacy and data security seriously. Our website uses industry-standard security measures, including:

- **SSL Encryption:** All data transmitted between your browser and our website is encrypted using Secure Socket Layer (SSL) technology.
- **Firewall and Intrusion Detection:** We use firewalls and intrusion detection systems to help prevent unauthorized access.
- **Regular Monitoring and Updates:** Our website platform is regularly updated and monitored for vulnerabilities or potential threats.

While we take every precaution to protect your information, please be aware that no method of transmission over the Internet or method of electronic storage is 100% secure. We encourage you to use strong passwords and take appropriate measures to protect your own devices.

Contact Us

If you have any questions about this Privacy Policy or our practices, please contact us at:

Ideal Companion Home Care LLC

131 E. Grant St. Suite 101

Lancaster, PA 17602

Phone: (717) 283-2484

Office Hours: Mon-Fri: 8:00 am to 4:30 pm