

PRIVACY POLICY FOR SMS TEXTING

This Privacy Policy explains how Homecare Heroes, Inc. dba Senior Helpers collects, uses, discloses, and safeguards your personal information when you interact with our SMS Text Message service. By using our service, you consent to the practices described in this Privacy Policy.

Information We Collect

1.1 Personal Information: When you subscribe to our SMS messaging service, we collect certain personal information via the form on this web page, such as your mobile phone number, name and contact information to provide you with our services.

1.2 SMS Interactions: We collect information about your interactions with our SMS messages, such as the content of the messages you send or receive, and the date and time of such messages.

1.3 Device Information: We may automatically collect information about the mobile device used to receive SMS messages, including device type, operating system, and mobile network information. This information is collected solely for the purpose of improving our service delivery and user experience.

Use of Information

2.1 SMS Communication: We use the personal information provided by you to send SMS messages, updates, and other relevant service-related messages. You will receive the following types of messages: schedule changes and confirmations, available shifts, follow-ups on inquiries related to our services.

2.2 Improvement of Services: The data collected helps us understand how you use our SMS messaging service and enables us to improve our services, content, and user experience.

2.3 Sharing of Information: We do not use your personal information for marketing or advertising purposes. We do not share personal information with any third party. Your data is solely used by us for the purposes outlined in this Privacy Policy.

Your Choices

4.1 Opt-Out: If you no longer wish to receive SMS messages from us, you may opt-out at any time by replying "STOP" to any of our messages. Once you opt-out, you will no longer receive SMS messages from us.

4.2 Access and Update: If you wish to correct, verify, change, or remove the personal information we hold about you, please contact us at rockhillcustomersupport@seniorhelpers.com.

Data Security

To reduce the possibility of unauthorized access or disclosure, we have put in place several physical, electronic and managerial procedures to help protect the information we collect online. In addition, we use standard Secure Sockets Layer (SSL) certificates to secure all pages used for inputting users' Personal Information. However, due to the open communication nature of the Internet, no system can be completely secure, and we cannot guarantee the security of your Personal Information. Homecare Heroes, Inc., dba Senior Helpers will safeguard your Personal Information by directly importing the personal information into our SMS provider and not sharing information with any outside parties.

Children's Privacy

This SMS messaging service is not intended for use by individuals under the age of sixteen. We do not knowingly collect personal information from children without parental consent. If you believe we have collected information from a child, please contact us to have it removed.

Changes to Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any updates will be posted on our website at <https://www.seniorhelpers.com/sc/east-columbia/contact>

Contact Us

If you have any questions, concerns, or requests regarding this SMS Texting Privacy Policy or our SMS messaging service, please contact us at rockhillcustomersupport@seniorhelpers.com.