

VILLAGE CAREGIVING MOBILE APP PRIVACY POLICY

Last Updated: May 21, 2025

INTRODUCTION

Village Caregiving LLC ("Village Caregiving," "we," "our," or "us") is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you use our mobile application (the "App").

Please read this Privacy Policy carefully. By using the App, you consent to the collection, use, and disclosure of your information as described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not access or use the App.

INFORMATION WE COLLECT

Personal Information

We may collect personal information that you voluntarily provide to us when you use our App, including:

- Contact information (name, address, email address, phone number)
- Demographic information (date of birth, gender)
- Health-related information necessary for providing care services
- Emergency contact information
- Financial information for payment processing
- Caregiving preferences and requirements
- Authentication information to access your account

Trusted Contact Information

If you are a client who has designated trusted contacts:

- We collect information about your trusted contacts (name, email, phone number, relationship to you)
- We maintain records of which client information each trusted contact has accessed

If you are a trusted contact:

- We collect basic contact information and your relationship to the client
- We maintain logs of your access to client information

Automatically Collected Information

When you use our App, we may automatically collect certain information, including:

- Device information (device type, operating system, unique device identifiers)
- Log information (IP address, access times, app features used)
- Location information (with your permission)
- Usage data (how you interact with our App)

HOW WE USE YOUR INFORMATION

We use your information for the following purposes:

- To provide and maintain our services
- To match you with appropriate caregivers
- To process payments and manage billing
- To communicate with you about services and updates
- To respond to your inquiries and provide customer support
- To improve our App and services
- To comply with legal obligations and regulatory requirements
- To ensure the security of our App and protect against fraud

DATA STORAGE AND SECURITY

We take data security seriously and implement appropriate technical and organizational measures to protect your personal information:

- All personal data is encrypted during storage and transmission
- Personal data is stored and accessed only for the purpose of core service operations and management
- Access to personal data is restricted to authorized personnel who require it to perform their duties
- We use industry-standard authentication mechanisms and require regular re-authentication, with higher privileged users re-authenticating more frequently
- We maintain a comprehensive security program to prevent unauthorized access

SHARING YOUR INFORMATION

We do not sell your personal information to third parties. We may share your information with:

- Caregivers who provide services to you
- Service providers who help us operate our business and App
- State-elected EVV Aggregators as required by law, including:
 - Sandata (OH, IN)
 - Therap (KY, SD)
 - HHAX (WV)
 - Carebridge (WY)
- Law enforcement or government agencies when required by law
- Third parties involved in our operations:
 - Google Firebase Cloud Messaging (push notifications)
 - Apple Push Notification Service (push notifications)
 - Amazon Web Services (cloud provider for secure data storage and processing, with HIPAA BAA in place)

DATA RETENTION

We retain your personal information for as long as necessary to provide our services and fulfill the purposes outlined in this Privacy Policy, or as required by law. When we no longer need your personal information, we will securely delete or anonymize it.

DATA BREACH NOTIFICATION

In the event of a data breach or accidental exposure affecting your personal information, we will:

- Notify affected individuals within a reasonable timeframe after the event occurs and once affected persons can be identified
- Provide information regarding the time of the event, a description of the data involved, a risk assessment, action steps taken by Village Caregiving, and guidance for affected users

YOUR RIGHTS AND CHOICES

You have certain rights regarding your personal information:

- Access: You may request access to your personal information
- Correction: You may request correction of inaccurate information

- Deletion: Non-employee account holders may request deletion of their account and/or data by contacting help@villagecaregiving.com with the subject "Data Deletion Request"
- Opt-out: You may opt-out of certain data collection or communications

Trusted Contacts Management

If you are a trusted contact:

- You acknowledge that your access is provided at the discretion of the client or administrator, unless you have legal authority as a guardian or power of attorney
- Your access may be revoked at any time without prior notice, subject to applicable laws
- You have the right to request deletion of your trusted contact account

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date. You are advised to review this Privacy Policy periodically for any changes.

CHILDREN'S PRIVACY

The App is not intended for children under 13 years of age. We do not knowingly collect personal information from children under 13. If we discover that a child under 13 has provided us with personal information, we will promptly delete it.

INTERNATIONAL TRANSFERS

Your information may be transferred to and processed in the United States, where our central databases operate. The data protection laws in the United States may differ from those in your country of residence.

CONTACT US

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

Email: help@villagecaregiving.com Subject: Privacy Policy Inquiry

Village Caregiving LLC

650 Main Street, Barboursville, WV 25504

304-302-0707

help@villagecaregiving.com

CALIFORNIA RESIDENTS

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA). Please contact us for more information.

HEALTH INFORMATION PRIVACY

As a healthcare provider, we are subject to the Health Insurance Portability and Accountability Act (HIPAA). We maintain a separate [Notice of Privacy Practices](#) that governs how we use and disclose protected health information.