

Privacy Policy and Procedures

Effective Date: May 1, 2020

Scope

This Privacy Policy applies to personal information processed by PhoningHomes.com and its host site GoDaddy.com, and our credit card processor, PayPal.com

Personal Information We Collect

When you use our Services, we may collect the following categories of personal information:

Information You Provide to Us

Account Information. When you create an account, you are creating an account with PayPal and you understand their privacies and their terms of use. We will collect your name, email address, phone number and any other names and e-mails you provide are for the strict communication on and about a Phoning Homes's call recipient. We DO NOT collect your credit or debit card information or address. Please note that we use a third-party service provider (PayPal) to collect and process payment card information on phone call services. Phoning Homes does not directly collect or store any payment card information provided to Pay Pal.

Information Contained in Documents. Any information you provide will be saved in our client file system including any e-mail communication. You may have access to this at any time.

Communications with Us. We may collect personal information from you such as email address, phone number, or mailing address when you request information about our Services, sign up for our newsletter, request customer or technical support, or otherwise communicate with us.

Customer Service and Support. If you call or otherwise interact with Phoning Homes's customer service and support, we may collect the information you provide to our representatives.

Surveys. We may contact you to participate in surveys. If you decide to participate, you may be asked to provide certain information which may include personal information.

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Sharing Content with Friends or Colleagues. Our Services may offer various tools and functionalities. For example, we may allow you to provide information about your friends through our referral services. Our referral services may allow you to forward or share certain content with a friend or colleague, such as an email inviting your friend to use our Services.

- 1) Remember we are not an Emergency Service and cannot be responsible for your loved ones when they do not answer. We make every effort to contact the Care Team to follow-up.

Technologies. We, as well as third parties that provide content, advertising, or other functionality on the Services, may use cookies, pixel tags, local storage, and other technologies to automatically collect information through the Services. Our uses of such Technologies fall into the following general categories:

- **Operationally Necessary.** This includes Technologies that allow you access to our Services that are required to identify irregular behavior, prevent fraudulent activity and improve security or that allow you to make use of our functions;
- **Performance Related.** We may use Technologies to assess the performance of our Services, including as part of our analytic practices to help us understand how our visitors use the Services;
- **Functionality Related.** We may use Technologies that allow us to offer you enhanced functionality when accessing or using our Services. This may include identifying you when you sign into our Services and keeping track of your specified preferences or past pages viewed;
- **Advertising or Targeting Related.** We may use first-party or third-party Technologies to develop and deliver content, including ads relevant to your interests, on our Services or on third-party sites.

Consent. Phoning Homes does not use your personal information for other purposes. If we were to, that would be clearly disclosed to you at the time you provide personal information or with your consent.

Individual Rights in Personal Information

For purposes of the California Consumer Privacy Act, Phoning Homes does not “sell” your personal information.

In accordance with applicable law, you may have the right to: (i) request confirmation of whether we are processing your personal information; (ii) obtain access to or a copy of your personal information; (iii) receive an electronic copy of personal information that you have provided to us, or ask us to send that information to another company (the “right of data portability”); (iv) restrict our uses of your personal information; (v) seek correction or amendment of inaccurate, untrue, incomplete, or improperly processed personal information; (vi) withdraw your consent; and (vii) request erasure of personal information held about you by Phoning Homes subject to certain exceptions prescribed by law. If you would like to exercise any of these rights, please contact us as set forth below.

We will process such requests in accordance with applicable laws. To protect your privacy, Phoning Homes will take steps to verify your identity before fulfilling your request.

Request Deletion of Your Personal Information ›

You may cancel services with us at any time. Unsubscribe and we will delete any and all communications we have had with you, the Care Team, and / or the client. Contact Us below to delete any and all information.

Data Retention

We retain the personal information we receive as described in this Privacy Policy for as long as you use our Services or as necessary to fulfill the purpose(s) for which it was collected, provide our Services,

resolve disputes, establish legal defenses, conduct audits, pursue legitimate business purposes, enforce our agreements, and comply with applicable laws.

Security of Your Information

We take steps to ensure that your information is treated securely and in accordance with this Privacy Policy. Unfortunately, the Internet cannot be guaranteed to be 100% secure, and we cannot ensure or warrant the security of any information you provide to us. To the fullest extent permitted by applicable law, we do not accept liability for unauthorized disclosure.

By using Phoning Homes or providing personal information to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of the Services. If we learn of a security system's breach, we may attempt to notify you electronically by sending a notice through Phoning Homes or by sending an e-mail to you.

Third Party Websites/Applications

Phoning Homes may contain links to other websites/applications and other websites/applications may reference or link to our Services. These third-party services are not controlled by us. We encourage our users to read the privacy policies of each website and application with which they interact. We do not endorse, screen or approve, and are not responsible for the privacy practices or content of such other websites or applications. Visiting these other websites or applications is at your own risk.

Children's Information

Our services are not directed to children under 18 (or other age as required by local law), and we do not knowingly collect personal information from children. If you learn that your child has provided us with personal information without your consent, you may contact us as set forth below. If we learn that we have collected any child's personal information in violation of applicable law, we will promptly take steps to delete such information.

Changes to Our Privacy Policy

We may revise this Privacy Policy from time to time in our sole discretion. If there are any material changes to this Privacy Policy, we will post a notice of the update on our Site, or as otherwise required by applicable law. You understand and agree that you will be deemed to have accepted the updated Privacy Policy if you continue to use the Services after the new Privacy Policy takes effect.

Contact Us

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

Phoning Homes (415) 466-9992

contact@phoninghomes.com