

TotalCare Services Network

Privacy Policy & Terms & Conditions

Last Updated: December 1, 2025

Privacy Policy

Welcome to TotalCare Services Network ('we', 'us', or 'our'). By accessing or using our website, booking services, or submitting any information or media through our platform, you agree to the following Privacy Policy and Terms & Conditions. If you do not agree, please discontinue use of our website and services.

1. Information We Collect

From you: Name, email, service address, job details, any messages, photos, or media submitted

Automatically: IP address, browser type, device type, pages visited, cookies

2. How We Use Your Information

- Process service requests and bookings
- Communicate appointment confirmations or updates
- Coordinate with service providers
- Improve website and services
- Prevent fraud or misuse
- Send marketing communications (you may opt out)

3. Sharing Information

We do not sell your information. We may share data with:

- Independent service providers assigned to your job
- Payment processors
- Legal authorities when required
- Tools used for scheduling, analytics, or business operations

4. Data Security

We take reasonable measures to protect your information but cannot guarantee absolute security.

5. Your Rights

You may request access, corrections, deletion, or opt-out of marketing. Contact us at TotalCareSN@gmail.com.

6. Children's Privacy

Our services are not intended for anyone under 13.

7. Updates to Privacy Policy

We may update this policy occasionally. Updates will appear on this page with a new 'Last Updated' date.

Terms & Conditions

1. Website Use

By using our website, you agree to use it lawfully, provide accurate information, and not attempt to harm or misuse the site.

2. Service Requests

Submitting a request does not guarantee availability. Appointments are confirmed via email or online communication.

3. Independent Service Providers

Providers are independent contractors. We coordinate services, scheduling, communication, and payment. We are not responsible for provider actions outside booked services.

4. Payments

Payments must be made through approved methods. Prices may change. Failure to pay may result in cancellation or fees.

5. Client Cancellations & Refunds

Clients must provide 24-48 hours notice before a scheduled service to cancel or reschedule. If notice is not given within this window, the payment is non-refundable. By booking and paying, clients acknowledge and accept this policy.

6. Provider Late or No-Show

Service providers are subject to separate rules regarding lateness or no-call/no-show, including potential fees or termination.

7. No Warranty

Services and website are provided "as is." We do not guarantee website uptime, error-free content,

or provider availability.

8. Limitation of Liability

TotalCare Services Network is not liable for damages caused by providers, delays, cancellations, loss of data, or website issues.

9. Intellectual Property

All website content belongs to TotalCare Services Network. You may not copy without permission.

10. Photo & Media License Clause

By submitting any photos, videos, or other media ('Media') to TotalCare Services Network:

- You grant us a non-exclusive, royalty-free, worldwide license to store, retain, use internally, and share Media strictly for verification or service-related purposes.
- Media will not be sold or used for marketing without explicit written permission.
- You retain full ownership; this license only grants usage rights for the purposes above.

Submitting Media digitally constitutes acceptance of this license.

11. Governing Law

These terms are governed by the laws of New York State.

Contact: TotalCareSN@gmail.com

Optional Booking Form Disclaimer:

"By submitting this form, I agree to the Privacy Policy and Terms & Conditions of TotalCare Services Network. I understand that photos or media submitted may be used for verification and recordkeeping purposes as outlined in the license clause. I also understand that my payment is non-refundable if I fail to cancel at least 24-48 hours in advance."