



Comfort Mobility Home Health Care

Privacy Policy & Website Disclaimer

Privacy Policy

Effective Date: January 2020

Website: www.comfortmobility.ca

Company: Comfort Mobility Home Health Care (Ontario, Canada)

1. Introduction

Comfort Mobility Home Health Care ("Comfort Mobility," "we," "our," or "us") is committed to protecting the privacy and confidentiality of our clients, website visitors, and users. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit www.comfortmobility.ca or engage with our services.

2. Information We Collect

- Contact Information: Name, phone number, email address, mailing address.
- Account Information: If you create an account or place an order.
- Payment Information: Billing details (processed securely through third-party payment providers).
- Health-Related Information: Only when voluntarily provided for the purpose of assisting with equipment funding applications (e.g., Assistive Devices Program – ADP).
- Website Usage Information: IP address, browser type, pages visited, time spent on site, collected through cookies and analytics tools.

3. How We Use Your Information

Your information may be used to:

- Provide and deliver products and services.
- Process payments and funding applications (e.g., ADP, Green Shield, ODSP, WSIB).
- Communicate with you regarding orders, services, or inquiries.
- Send updates, promotions, or newsletters (you may unsubscribe at any time).
- Improve website functionality, customer service, and product offerings.
- Comply with legal and regulatory obligations.

4. How We Share Your Information

We will never sell your personal information. We may share your information only in the following circumstances:

- With Service Providers: Trusted third parties who help us deliver products, process payments, or provide technical support.
- With Funding Agencies: (e.g., ADP, insurance providers) when required to process equipment funding applications.
- For Legal Reasons: If required by law, regulation, or legal process.

5. Consent

By providing personal information to Comfort Mobility, you consent to its collection, use, and disclosure as outlined in this policy. You may withdraw your consent at any time, subject to legal or contractual restrictions, by contacting us.

6. Data Retention & Security

We retain personal information only as long as necessary to fulfill the purposes for which it was collected and to comply with applicable laws. We use appropriate administrative, technical, and physical safeguards to protect your information against unauthorized access, disclosure, or misuse.

7. Cookies & Analytics

Our website may use cookies and analytics tools to improve functionality and enhance your browsing experience. You may adjust your browser settings to refuse cookies; however, this may limit certain website features.

8. Your Rights

As a resident of Ontario, Canada, you have the right to:

- Access and request correction of your personal information.
- Withdraw consent for future communications.
- File a complaint with the Office of the Privacy Commissioner of Canada if you believe your rights have been violated.

9. Third-Party Links

Our website may contain links to external sites. Comfort Mobility is not responsible for the privacy practices of these third parties.

10. Contact Us

If you have questions or concerns regarding this Privacy Policy, or to exercise your privacy rights, please contact us:

Comfort Mobility Home Health Care
2707 Temple Drive, Windsor, Ontario
Phone: (519) 988-1234
Email: info@comfortmobility.ca

11. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal obligations, or services. Updates will be posted on our website with a revised January 2020

Website Disclaimer

The information provided on www.comfortmobility.ca is for general informational purposes only. While Comfort Mobility Home Health Care strives to ensure accuracy, we make no representations or warranties about the completeness, reliability, or suitability of any information, products, or services on this website.

Products sold by Comfort Mobility Home Health Care are not a substitute for professional medical advice, diagnosis, or treatment. Always consult with a qualified healthcare professional before making decisions regarding your health, mobility, or medical equipment needs.

Comfort Mobility is a retail provider of home health care equipment. We cannot guarantee outcomes from the use of equipment, and users assume responsibility for using products in accordance with manufacturer instructions and recommendations.

By using this website, you agree that Comfort Mobility Home Health Care, its staff, and affiliates shall not be held liable for any loss, injury, claim, or damage resulting from reliance on information or products presented here.

For specific guidance about your health or equipment, please contact a licensed medical professional.