

Privacy Policy

Effective Date: August 31, 2026

At Credence Home Care Services ("we," "our," or "us"), we are committed to protecting the privacy and security of our clients, their families, and visitors to our website (www.credencehome.com). This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or use our non-medical in-home care services.

By accessing our website or utilizing our services, you consent to the data practices described in this policy.

1. Information We Collect

We may collect personal information that you voluntarily provide to us when you interact with our website, request a consultation, or communicate with our team.

Personal Information You Provide:

- **Contact Information:** Name, email address, phone number, and physical address.
- **Care Inquiry Details:** Information regarding the specific care needs, schedules, or conditions of you or your loved one, provided via our contact forms, during consultations, or over the phone.
- **Employment Information:** If you apply for a career with us, we will collect your resume, employment history, and other relevant application details.

Automatically Collected Information:

When you visit our website, we may automatically collect certain information about your device and usage patterns through cookies and similar technologies. This may include your IP address, browser type, operating system, pages visited, and referring website addresses.

2. How We Use Your Information

We use the information we collect for various business purposes, including to:

- **Provide and Manage Services:** To set up consultations, coordinate caregiver matching, and deliver personalized non-medical home care services.
- **Communicate with You:** To respond to your inquiries, send updates regarding care, and provide customer support.
- **Improve Our Services:** To understand how visitors use our website and to enhance the user experience and functionality of our site.
- **Process Applications:** To evaluate candidates who apply for caregiver or staff positions through our Careers page.
- **Legal Compliance:** To comply with applicable legal and regulatory requirements, including New Jersey Health Care Service Firm (HCSF) recordkeeping obligations.

3. How We Share Your Information

We do not sell, rent, or lease your personal information to third parties. We may share your information only in the following circumstances:

- **Service Providers:** We may share data with trusted third-party vendors who assist us in operating our website, conducting our business, or servicing you (e.g., scheduling software, email hosting, or payment processors), provided those parties agree to keep this information confidential.
- **Legal Obligations:** We may disclose your information where required by law, subpoena, or other legal process, or to protect the rights, property, or safety of Credence Home Care Services, our clients, or others.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred to the acquiring entity.

SMS consent is not shared with third parties or affiliates for marketing purposes.

4. Security of Your Information

We take the security of your personal information seriously. We implement appropriate technical and organizational measures to protect your data from unauthorized access, alteration, disclosure, or destruction. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. SMS Terms

By opting into SMS through any medium, you are agreeing to receive SMS messages from Credence Home Care Services, including messages related to customer care. Message frequency varies. Message and data rates may apply. Reply HELP for help. Reply STOP to any message to opt out.

6. Cookies and Tracking Technologies

Our website may use "cookies" to help personalize your online experience. A cookie is a text file placed on your device by a web page server. You may accept or decline cookies through your web browser settings. If you choose to decline cookies, you may not be able to fully experience the interactive features of our website.

7. Third-Party Links

Our website may contain links to third-party websites or services that are not owned or controlled by Credence Home Care Services. We are not responsible for the privacy practices or content of these third-party sites. We encourage you to review the privacy policies of any third-party sites you visit.

8. Children's Privacy

Our services are directed toward adults and seniors. We do not knowingly collect personal information from children under the age of 13. If we become aware that we have inadvertently collected such information, we will take steps to delete it promptly.

9. Your Choices and Rights

You may contact us at any time to:

- Request access to, or a copy of, the personal information we hold about you.
- Request correction of inaccurate information.
- Opt out of marketing communications (email or SMS) at any time.
- Ask questions about how your information is used.

We will respond to reasonable requests within a reasonable timeframe.

10. Changes to This 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. We will notify you of any significant changes by posting the new Privacy Policy on this page and updating the "Effective Date" above. We encourage you to review this policy periodically.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or how we handle your personal information, please contact us at:

Credence Home Care Services

Phone: 609-900-0688

Email: info@credencehome.com

Address: 4301 Rt 1, Monmouth Junction, NJ 08852

Website: www.credencehome.com