

Privacy Policy

Information We Collect

We may collect the following information in connection with your use of the Service:

- **Your phone number:** This is necessary to send you SMS messages.
- **Information you provide in your messages:** This may include the content of your messages to us, such as questions, requests, or feedback.
- **Carrier information:** We may receive information about your mobile carrier from your phone number.

How We Use Your Information

We may use your information for the following purposes:

- To send you SMS messages related to the Service, such as account updates, promotional offers, and transactional messages.
- To provide customer support and respond to your inquiries.
- To improve the Service and develop new features.
- To comply with legal and regulatory requirements.

Sharing Your Information

We will not share your phone number or the content of your messages with any third parties for marketing purposes without your prior express written consent.

Your Choices

By contacting Empire Home Care, you agree to receive informational text messages. You may opt out to receive SMS at any time from our company by replying STOP.

Data Retention

We will retain your information for as long as your account is active or as needed to provide you with the Service. We will also retain your information as necessary to comply with legal obligations, resolve disputes, and enforce our agreements.

Children's Privacy

The Service is not intended for children under the age of 13. We do not knowingly collect personal information from children under the age of 13. If you are a parent or guardian and you believe your child has provided us with personal information, please contact us. We will delete any such information upon verification.

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 our website. You are advised to review this Privacy Policy periodically for any changes.