

Privacy Policy

Castle Home Health LLC. respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, disclose, and protect information when you visit our website, contact us, request information about our services, apply for employment, or communicate with us by phone, email, or text message.

1. Information We Collect

We may collect information that you voluntarily provide to us, including:

- Full name
- Email address
- Telephone or mobile phone number
- Location or service area
- Desired start date for services
- Hours of care needed
- Information contained in comments, questions, or other messages you submit to us
- Information you provide when applying for employment or communicating with Castle Home Health about employment opportunities

Our website may collect information through contact forms, including your name, email address, phone number, location, desired start date, hours needed per week, and additional comments or notes.

If you communicate with Castle Home Health by telephone, email, or text message, we may retain information from those communications as necessary to respond to your inquiry, provide services, coordinate care, communicate with clients and caregivers, and operate our business.

2. How We Use Information

Castle Home Health may use information we collect to:

- Respond to inquiries and requests for information
- Contact individuals regarding requested services
- Coordinate and schedule home-care services
- Communicate with clients, prospective clients, family members, caregivers, and applicants
- Provide and manage our home-care services
- Respond to employment applications and inquiries
- Send service-related communications and notifications
- Improve our website, services, and customer experience
- Maintain business, administrative, and legal records
- Comply with applicable laws, regulations, and legal obligations

- Protect the safety, security, and rights of Castle Home Health, our clients, employees, and others

3. SMS/Text Messaging

If you provide a mobile telephone number and choose to receive text messages from Castle Home Health, you may receive SMS messages related to your inquiries, requested services, scheduling, appointments, care coordination, employment communications, or other business-related communications for which you have provided consent.

Message frequency may vary depending on your interactions with Castle Home Health.

Message and data rates may apply depending on your mobile carrier and plan.

You may opt out of receiving SMS messages at any time by replying STOP to a message from Castle Home Health. After you send STOP, you may receive a confirmation message, and you will no longer receive SMS messages from us unless you subsequently provide consent to receive them again.

For assistance, reply HELP to a Castle Home Health text message or contact us using the information provided below.

Consent to receive text messages is not a condition of purchasing or receiving services from Castle Home Health.

Castle Home Health does not sell or share mobile telephone numbers, SMS opt-in information, or consent records with third parties or affiliates for their own marketing or promotional purposes.

4. How We Share Information

Castle Home Health may disclose information when reasonably necessary to operate our business, provide requested services, communicate with you, process applications, maintain our systems, comply with legal requirements, or protect the safety and rights of our clients, employees, and organization.

We may use service providers and technology providers that assist us with business operations, communications, scheduling, website services, or other administrative functions. These providers may have access to information only as reasonably necessary to perform services on our behalf.

We do not sell personal information.

We do not sell or share mobile information or SMS consent information for third-party marketing or promotional purposes.

5. Protection of Personal Information

Castle Home Health takes reasonable administrative, technical, and organizational measures to protect personal information from unauthorized access, use, disclosure, alteration, or destruction.

However, no website, electronic communication, or method of storing information can be guaranteed to be completely secure.

6. Healthcare and Sensitive Information

Castle Home Health may receive information relating to an individual's care needs or circumstances when providing or coordinating home-care services.

We handle information in accordance with applicable privacy and confidentiality requirements and use reasonable safeguards appropriate to the nature of the information.

Please do not submit highly sensitive medical, financial, or other confidential information through a general website contact form unless specifically requested by Castle Home Health.

7. Cookies and Website Information

Our website or third-party services used on our website may use cookies or similar technologies to support website functionality, understand website usage, improve the user experience, or provide website analytics.

You may be able to control or disable cookies through your browser settings. Disabling certain cookies may affect website functionality.

8. Third-Party Websites

Our website may contain links to third-party websites or services. Castle Home Health is not responsible for the privacy practices, content, or security of websites operated by third parties.

We encourage you to review the privacy policies of any third-party website you visit.

9. Children's Privacy

Our website is not directed toward children under the age of 13, and Castle Home Health does not knowingly collect personal information from children under 13 through the website.

10. Your Choices

You may contact Castle Home Health to request information about the personal information we maintain about you or to ask questions about how your information is used, subject to applicable legal requirements.

You may also opt out of SMS communications at any time by replying STOP to a text message from Castle Home Health.

11. Changes to This Privacy Policy

Castle Home Health may update this Privacy Policy from time to time to reflect changes in our practices, services, technology, or applicable laws.

When we make changes, we will update the Effective Date at the top of this Privacy Policy. We encourage you to review this page periodically for the most current information.

12. Contact Us

Castle Home Health LLC

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Phone: [\(904\) 680-5922](tel:9046805922)

Email: Info@castlehomehealth.com

Florida License #299996205

If you have questions about this Privacy Policy or how Castle Home Health handles personal information, please contact us using the information above.

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