**Our Tender Hearts, LLC**

**Privacy Policy**

Updated 3/15/2025

Our Tender Hearts LLC is committed to protecting your privacy. We have prepared this Privacy Policy to describe to you our practices regarding the Personal Data (as defined below) we collect from (i) users of our website (“Visitors”), located at www.ourtenderhearts.org (“Site”) and (ii) Care Seekers, Care Providers and other third parties used on our website. Capitalized terms not defined in this Privacy Policy have the meanings given in our Terms of Use located at www.ourtenderhearts.org/contactus.

1. User Consent. By submitting Personal Data through our Site or Services, you agree to the terms of this Privacy Policy and you expressly consent to the collection, use and disclosure of your Personal Data in accordance with this Privacy Policy.
2. Note About Children. We do not intentionally gather Personal Data from visitors who are under the age of 18.
3. Note to Users Outside of the United States. Your Personal Data may be processed in the country in which it was collected and in other countries, including the United States, where laws regarding processing of Personal Data may be less stringent than the laws in your country.
4. Data Collection. “Personal Data” means data that allows someone to identify or contact you, including, for example, your name, address, telephone number, e-mail address, as well as any other non-public information about you that is associated with or linked to any of the foregoing data. “Anonymous Data” means data that is not associated with or linked to your Personal Data; Anonymous Data does not, by itself, permit the identification of individual persons. We collect Personal Data and Anonymous Data, as described below. We collect your personal information Your data may be shared with third-party service providers for these services.

      A. Information You Provide to Us:

* If you are a Care Provider, when you create an account to log into AxisCare, we may collect Personal Data from you, such as your first and last name, birthdate, social security number, driver’s license number, criminal history, ethnicity, gender, religion, email and mailing address, phone number, work experience, salary/income, professional license numbers, education, interests, hobbies, professional and personal references, profile picture, professional skills and abilities, life style information, schedule availability, and bank information to facilitate direct deposit of earnings.
* If you are a Care Seeker, when you complete an inquiry form, we may collect Personal Data from you, such as your first and last name, birthdate, gender, religion, email and mailing address, phone number, care services needed, health conditions, activities, profile picture, interests, music preferences and credit card information to facilitate payment processing.
* If you are a Member other than a Care Provider or Care Seeker, such as a family member or healthcare provider, when you complete an inquiry form, we may collect Personal Data from you, such as your first and last name, email and mailing address, phone number, care services needed, and health conditions.
* We retain information on your behalf, such as files and messages that you store using your account.
* If you provide us feedback or contact us via e-mail, we will collect your name and e-mail address, as well as any other content included in the e-mail, in order to send you a reply.
* When you post messages or upload content within our site, the information contained in your posting will be stored on our servers and other users to whom you provide access, will be able to see it.

Please note that you can choose not to provide us with certain information, but this may limit the features of the Site or Services you are able to use.

      B. Information Collected via Technology.

* To make our Site and Services more useful to you, our servers (which may be hosted by a third party service provider) collect information from you, including your browser type, operating system, Internet Protocol (IP) address (a number that is automatically assigned to your computer when you use the Internet, which may vary from session to session), domain name, and/or a date/time stamp for your visit.
* We also use cookies and URL information to gather information regarding the date and time of your visit and the information for which you searched and which you viewed. “Cookies” are small pieces of information that a website sends to your computer’s hard drive while you are viewing a web site. We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our Site. Persistent Cookies can be removed by following Internet browser help file directions.
* We may also use (i) third party tracking services, such as Google Analytics, to track and analyze Anonymous Data from users of our Site and Services and (ii) location-enabled services for Care Providers as a means to facilitate timecard data. If you use the location-enabled services, Our Tender Hearts, LLC may receive information about your actual location (such as GPS signals sent by a mobile device or via your web browser when on the Site).

      C. Use of Your Personal Data

* General Use. In general, Personal Data collected by us is used either to respond to requests that you make, or to aid us in serving you better. We may use your Personal Data in the following ways:
	+ to facilitate the creation of and secure your account on a third-party network (AxisCare);
	+ identify you as a user in our system;
	+ run a background check and verify your credentials (if you are a Care Provider);
	+ provide improved administration of our Site and Services;
	+ provide the Services and customer support you request;
	+ improve the quality of experience when you interact with our Site and Services;
	+ tailor the features, performance and support of the Site or Services to you;
	+ send you administrative e-mail notifications, such as security or support and maintenance advisories;
	+ respond to your inquiries related to employment opportunities or other requests;
	+ respond to your requests, resolve disputes and/or troubleshoot problems;
	+ to make telephone calls to you, from time to time, as a part of secondary fraud protection or to solicit your feedback;
	+ to send newsletters, surveys, offers, and other promotional materials related to our services and for other marketing purposes of Our Tender Hearts, LLC.
* We do not sell, trade, or transfer your personally identifiable information to outside parties without advanced notice. We implement various security measures to protect your personal information.
* Your mobile information will not be shared with third parties for marketing purposes without your explicit consent.

      D. Disclosure of Your Personal Data. We may disclose your Personal Data as described below and as described elsewhere in this Privacy Policy.

* We may share your Personal Data with third parties to whom you ask us to send Personal Information, including other Our Tender Hearts, LLC members. Unless you direct us to provide access to your Personal Data via your “Privacy Settings” or otherwise, we do not disclose the Personal Data of any Care Seeker or Care Provider to any another All American Home Care LLC Member. We do, however, provide other Members with the opportunity to communicate with you through an anonymous in-browser message box. If you respond to any in-browser message, you will be providing the recipient your email address.
* Other Disclosures. Regardless of any choices you make regarding your Personal Data (as described below), Our Tender Hearts, LLC may disclose Personal Data if it believes in good faith that such disclosure is necessary (a) in connection with any legal investigation; (b) to comply with relevant laws or to respond to subpoenas or warrants served on Our Tender Hearts, LLC; (c) to protect or defend the rights or property of Our Tender Hearts, LLC or users of the Services; and/or (d) to investigate or assist in preventing any violation or potential violation of the law, this Privacy Policy or Terms of Use.

      G. Your Choices Regarding Your Personal Data

* Choices. We offer you choices regarding the collection, use, and sharing of your Personal Data.
* We will periodically send you free newsletters and e-mails that directly promote the use of our Site or Services. When you receive newsletters or promotional communications from us, you may indicate a preference to stop receiving further communications from us and you will have the opportunity to “opt-out” by contacting us directly (please see contact information below).
* Despite your indicated e-mail preferences, we may send you service related communication, including notices of any updates to our Terms of Use or Privacy Policy.
* Changes to Personal Data. You may change any of your Personal Data in your Account by contacting us directly. You may request deletion of your Personal Data by us, but please note that we may be required to keep this information and not delete it (or to keep this information for a certain time, in which case we will comply with your deletion request only after we have fulfilled such requirements). When we delete any information, it will be deleted from the active database, but may remain in our archives. We may retain your information for fraud or similar purposes. Please remember, however, if we have already disclosed some of your Personal Data to third parties, we cannot access that Personal Data any longer and cannot force the deletion or modification of any such information by the parties to whom we have made those disclosures.

      H. Security of Your Personal Data. Our Tender Hearts, LLC is committed to protecting the security of your Personal Data. We use a variety of industry-standard security technologies and procedures to help protect your Personal Data from unauthorized access, use, or disclosure. We also require you to enter a password to access your AxisCare account information. Please do not disclose your account password to unauthorized people. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while Our Tender Hearts LLC uses reasonable efforts to protect your Personal Data, Our Tender Hearts LLC cannot guarantee its absolute security.

      I. Contact Information. Our Tender Hearts, LLC welcomes your comments or questions regarding this Privacy Policy. Please e-mail us at admin@ourtenderhearts.org. Our Tender Hearts, LLC Attn: Privacy Matters

      J. Changes to This Privacy Policy. This Privacy Policy is subject to occasional revision, and if we make any material changes in the way we use your Personal Data, we will notify you by sending you an e-mail to the last e-mail address you provided to us and/or by prominently posting notice of the changes on our Site. Any changes to this Privacy Policy will be effective upon the earlier of thirty (30) calendar days following our dispatch of an e-mail notice to you or thirty (30) calendar days following our posting of notice of the changes on our Site. These changes will be effective immediately for new users of our Service. Please note that at all times you are responsible for updating your Personal Data to provide us with your most current e-mail address. In the event that the last e-mail address that you have provided us is not valid, or for any reason is not capable of delivering to you the notice described above, our dispatch of the e-mail containing such notice will nonetheless constitute effective notice of the changes described in the notice. In any event, changes to this Privacy Policy may affect our use of Personal Data that you provided us prior to our notification to you of the changes. If you do not wish to permit changes in our use of your Personal Data, you must notify us prior to the effective date of the changes that you wish to deactivate your account with us. Continued use of our Site or Service, following notice of such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms and conditions of such changes.

      K. SMS Consent and Phone Numbers. We respect your privacy regarding SMS communication. Any consent provided for SMS notifications, reminders, or updates is used strictly for communication directly related to your medical care and services at our practice. We do not share your phone numbers or SMS consent with third parties.