

Privacy Policy

Effective Date: 12/05/2025

This Privacy Policy explains how The Home Advocate Group (“we,” “our,” or “us”) collects, uses, and protects your information when you visit our website or interact with our services.

1. Information We Collect

Personal Information:

- Name
- Email address
- Phone number
- Any information submitted through contact forms or service requests

Automatically Collected Information:

- IP address
- Browser type and device information
- Pages visited and usage data

SMS & Phone Number Collection:

If you provide your phone number, you may receive:

- Service-related updates
- Appointment confirmations
- Customer support messages
- Marketing or promotional messages (only with your explicit consent)

2. How We Use Your Information

We use the collected information to:

- Provide and improve our services
- Respond to inquiries and customer requests
- Send appointment updates or service notifications
- Deliver marketing communications (with consent)

- Analyze website performance and user experience
- Maintain internal business records

3. Phone Number & Consent Protection

The Home Advocate Group will never share, sell, trade, or transfer your phone number or messaging consent to any third-party providers.

Your phone number is used solely for communication between you and The Home Advocate Group.

This applies to:

- SMS marketing opt-ins
- Service-related text messages
- Customer support communications
- Any form of consent you provide for messaging

Your phone number remains strictly confidential within our organization.

4. Information Sharing

We may share information only in the following situations:

- With trusted service providers who help operate our website or systems (and only if necessary)
- To comply with legal obligations
- To protect our rights or prevent fraud

We do NOT share phone numbers, messaging consent, or personal contact information with any third parties for marketing, advertising, or sales purposes.

5. Cookies & Tracking Technologies

We may use cookies to improve website functionality, measure performance, and understand user behavior. You may disable cookies in your browser at any time.

6. Data Security

We take reasonable and appropriate measures to protect your information from unauthorized access, disclosure, or misuse.

7. Your Rights

Depending on your location, you may have the right to:

- Access the personal information we hold about you

- Request corrections or deletions
- Opt out of marketing communications
- Withdraw SMS or phone-based consent at any time

To exercise these rights, contact us at the email below.

8. Third-Party Links

Our website may contain links to other websites. We are not responsible for the privacy practices of external sites.

9. Updates to This Policy

We may update this Privacy Policy occasionally. Changes will be posted on this page with an updated effective date.

10. Contact Us

For questions about this Privacy Policy or your personal data, contact: **713 - 496 - 2835**