

Elder Caring Inc. Client Privacy Policy

Elder Caring Inc. (“ECI”) is an Ontario based provider of geriatric care management services. In providing such services, ECI collects and retains various forms of information about its clients.

This privacy policy establishes guidelines for Elder Caring's collection and use of personal information in connection with its clients. Clients (“Clients”) are any individual who has contracted to receive services from Elder Caring Inc., included but not limited to signing a formal Service Agreement. ECI is committed to protecting the personal and confidential information of its Clients.

All ECI employees, contractors and third party service providers have and will enter into agreements which requires them to abide by Elder Caring's privacy policy, or uphold an equivalent level of privacy protection.

ECI collects, uses and retains personal information as is required for providing the services it has been retained to do. ECI does not collect personally identifiable information except what is provided by and/or authorized to be shared with ECI by its Clients.

ECI does not share personal information with third parties without Client consent as part of its business. ECI may be required in exceptional circumstances such as by law, Court Order or to pursue payment of account, to provide Client information to third parties as necessary. Where obliged to disclose information without consent, ECI will only share the minimum amount of information that is necessary to fulfil its external requirements.

Personal information may be subject to transfer to another organization in the event of a change of ownership or merger with Elder Caring. In such a scenario, any successor organization to ECI will uphold the privacy standards of ECI as outlined in its privacy policy.

ECI stores personal information for only as long as is necessary for the purpose which the information was collected. ECI erases or de-identifies information that is no longer necessary to retain.

ECI takes necessary security safeguards to protect personal information against theft, deletion or breach. This includes physical, organizational and digital security systems. Information collected and stored by ECI is stored in Canada. On occasion, some technology services that ECI uses will have servers located outside of Canada.

In the event of a privacy breach, ECI will notify all Clients affected by the breach.



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ECI Clients can withdraw consent and request a deletion of personal data at any time by notifying Elder Caring's privacy officer. ECI Clients can request to modify and/or correct personal information by contacting Elder Caring's privacy officer.

ECI may unilaterally revise and update its privacy policy from time to time. Such updates will be posted on Elder Caring's website.

If ECI Clients have any questions, requests for deletion or modification of user data, they should contact Elder Caring's privacy Officer at rfrank@eldercaring.ca

ECI Website Privacy Policy

This privacy policy explains how Elder Caring Inc. ("ECI") stores and uses information collected from its website, www.eldercaring.ca.

ECI does not collect personally identifiable information from its website except what is specifically provided by users on a voluntary basis. ECI uses "cookies" to collect non-identifiable information about user behaviour. Users may choose to utilize technologies to prevent ECI from storing cookies in their browser. The information retained is non-identifiable in nature and is only utilized to understand how users interact with Elder Caring's website.

ECI collects small amounts personal information from users when purchasing products from Elder Caring's website. For example, when purchasing the Wellness Binder™, users will provide their payment information to a third party processor (PayPal Canada) and email address to Elder Caring. ECI does not store or retain information about users after the relevant transaction is complete.

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