

## **Privacy Policy**

**Effective Date: July 28, 2025**

**Last Updated: July 28, 2025**

**Concierge Care by Leslie** ("Company", "we", "us", or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you engage our concierge healthcare services, whether at home, in a hospital, or while traveling.

### **1. Information We Collect**

We may collect personal and health-related information in the course of providing our services. This may include:

- **Personal Identifiers:** Full name, date of birth, address, phone number, email address, emergency contacts.
- **Health Information:** Medical history, current medications, care preferences, physician contact information, insurance details.
- **Payment Information:** Billing address, payment method, or insurance-related data.
- **Travel Information:** Destination, itinerary, travel dates, passport details (if applicable for international travel with patient).
- **Device/Usage Data:** If you visit our website, we may collect your IP address, browser type, pages visited, and usage patterns.

### **2. How We Use Your Information**

We use the information we collect to:

- Provide personalized concierge care services.
- Communicate with you regarding appointments, care plans, and scheduling.
- Coordinate with hospitals, healthcare providers, and travel agencies when necessary.
- Process payments and send invoices.
- Comply with healthcare regulations and applicable law.

- Improve our services and ensure quality care.

### **3. How We Share Your Information**

We do **not sell** your personal information. We may share your data only in the following circumstances:

- With authorized caregivers, medical professionals, or family members involved in your care.
- With service providers who help us operate our business (e.g., billing or software vendors), under confidentiality agreements.
- To comply with legal obligations, subpoenas, court orders, or government regulations.
- In the event of an emergency to protect your vital interests.

### **4. Data Security**

We implement administrative, technical, and physical safeguards designed to protect your personal and health information from unauthorized access, use, or disclosure.

### **5. Your Rights and Choices**

You have the right to:

- Access or request a copy of your personal information.
- Correct or update any inaccurate or outdated data.
- Request deletion of your personal information (subject to legal and care-related requirements).
- Withdraw consent for data processing (which may affect service delivery).

To exercise these rights, contact us at: [conciergecarebyleslie@yahoo.com](mailto:conciergecarebyleslie@yahoo.com)

### **6. Children's Privacy**

Our services are intended for adults and not directed at children under 18. We do not knowingly collect personal information from minors without parental consent.

## **7. Third-Party Links**

If our website contains links to other sites, we are not responsible for the privacy practices or content of those third-party websites.

## **8. Changes to This Policy**

We may update this Privacy Policy occasionally. We will notify you of any material changes via our website or direct communication.

## **9. Contact Us**

If you have questions or concerns about this Privacy Policy or your personal information, please contact us:

**Concierge Care by Leslie**

San Francisco, CA

Email: [conciergecarebyleslie@yahoo.com](mailto:conciergecarebyleslie@yahoo.com)