

**Privacy Policy**  
**Ready Hands Home Care**  
Updated 10/15/2012

We at Ready Hands Home Care ("Ready Hands" or "we" or "us" or "our") appreciate your interest in this web site (the "Site"). Your privacy is important and we are committed to protecting the personally identifiable information ("Personal Information") that you disclose to us. We want you to understand our practices with respect how we gather and use the information we collect from visitors to the Site.

This Privacy Policy is subject to change without prior notice. For that reason, we encourage you to review this Privacy Policy periodically and to make note of the date of the most recent revision. If you disagree with the manner in which we intend to use the Personal Information you provide to us, you may opt out of these uses by following the instructions below. By using our Site, you agree to the terms of the Privacy Policy in effect, at that time.

### **Information We Collect**

We collect both Personal Information and non-personally identifiable information through this Site in order to help us to learn more about how our visitors use this Site, to measure areas of interest, and to provide our users with important information on our services. Collection of information allows us to build features and functionality that will enhance your experience. You are not obligated to provide us with Personal Information in order to use the Site. We collect non-personally identifiable information through the use of General Tracking Information and Click Path Tracking (cookie technology) described below.

### **Collection of Non-Personally Identifiable Information**

#### **General Tracking Information**

We keep track of the pages visited by each user. Our web server automatically collects some information about you when you request pages from our server, including your IP address. Your IP address is a number that is used by computers connected to the Internet to identify your computer so that data (such as the web pages you request) can be sent to you. We aggregate this data with data on the pages visited by other users to track overall visitor traffic patterns. We use this information to improve our Site by making it more responsive to the needs and preferences of our users. This information does not identify you personally.

#### **Click Path Tracking**

"Cookies" are pieces of information that are placed on an individual's computer hard drive to enable the individual to more easily communicate and interact with a website. We reserve the right to use cookie technology to track your click path through our Site. Though this information does not identify you personally, we may use it to help customize your visit to our Site. We may also use cookies to record how many times a user has visited our Site and what pages the user has accessed. You may, however, disallow receiving cookies at any time through your web browser. It is not our intention to use cookies to retrieve information that is unrelated to our Site or your interaction with our Site.

## **Collection of Personally Identifiable Information**

### **Collection of Personal Information**

If you choose to complete the contact form on our Site, you will be asked to provide Personal Information which may include your name, mailing address, e-mail address, phone number and an explanation of your reasons for contacting us. We do not actively share Personal Information gathered from our Web servers. The purpose of the contact form is to allow you to make an inquiry about our services in a manner convenient to you. You are not required to complete the form if you are seeking information from us; you may call, write or email us at your discretion instead.

### **What we do with the Personal Information we Collect**

We request Personal Information from you in order to learn more about your interest in our services and the nature of your needs for home care. We also need this Personal Information in order to contact you at your request. We may do this via email, telephone or regular mail depending on your expressed preferences and the nature of the contact information you provide us. We do not use this Personal Information for any other purpose, and in particular we do not share or sell your information, add your name to any contact or mailing lists or use it to send you future updates, offers, promotional materials or other correspondence.

## **Links to Third Party Websites**

Occasionally we may include on our Site a hyperlink (a "Link") which allows you to connect to a page on a third party website ("Third Party Site"). Ready Hands provides these Links to you as a convenient method of accessing information that may be useful or of interest to you. This Privacy Policy and the practices that we follow under this Privacy Policy do not apply to Third Party Sites which are operated independently from Ready Hands. We are not responsible for the content, accuracy, or opinions expressed on any Third Party Site or for the privacy practices of any third party. We will not, and are under no obligation to, investigate, monitor or check the Third Party Sites for accuracy or completeness, or for any obscene, scandalous, inflammatory, pornographic, indecent, profane, defamatory or unlawful content or materials. You understand and agree that by clicking on a Link to a Third Party Site, you have left this Site, and the Ready Hands Privacy Policy stated on this Site is no longer in effect.

## **Security**

We are committed to ensuring that your Personal Information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. However, due to the open communication nature of the Internet, we cannot guarantee that communications between us will be free from unauthorized access by third parties.

## **Opt-Out**

You may choose to remove your name and contact information from our contact database for any reason by:

- sending us an email at [info@readyhands.com](mailto:info@readyhands.com)
- calling us at (703) 750-3170, or
- writing us at 5568 General Washington Drive, Suite A-211, Alexandria, VA 22312

## **Disclaimer**

The data contained in our Site is for informational purposes only and is not represented to be error free. Ready Hands attempts to ensure that the data provided or otherwise displayed on our Site is accurate. However, the Site and its contents are provided on an "as is, as available" basis. Use of the Site and its contents is at your sole risk. Ready Hands does not warrant that any functions of the Site will be uninterrupted or error-free, that defects will be corrected, or that the Site will be free from viruses or other harmful components. Ready Hands makes no warranties, either express or implied, concerning the content of such site, including the accuracy, completeness, reliability or suitability of such site.

## **Guidelines for Children**

It is our policy to comply with the Children's Online Privacy Protection Act of 1998 and all other applicable laws. We do not specifically collect information about children nor market our products or services to children. We have no reason to believe that this Site will attract children, or that children will access this Site or provide Personal Information.