

Privacy Policy

Effective Date: August 20, 2026

TLW Care Solutions, LLC, doing business as **Millbrook HomeCare** (“Millbrook HomeCare,” “we,” “us,” or “our”), is committed to protecting your privacy and safeguarding the personal information you provide to us.

This Privacy Policy explains how we collect, use, protect, and share information when you visit our website, contact us, request information about our services, or communicate with us by phone, email, or text message.

1. Information We May Collect

We may collect personal information that you voluntarily provide to us, including:

- Name
- Phone number
- Email address
- Home address or general location
- Information submitted through website contact forms
- Information related to your interest in home care services or employment
- Any other information you voluntarily provide when communicating with us

We may also automatically collect certain technical information when you visit our website, such as:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of your visit
- Information collected through cookies or similar technologies

2. How We Use Your Information

Millbrook HomeCare may use the information we collect to:

- Respond to questions and requests for information
- Discuss our home care services
- Contact prospective clients, family members, caregivers, and job applicants
- Schedule consultations or assessments
- Communicate about services or employment opportunities
- Send important updates and service-related communications
- Improve our website, services, and customer experience
- Maintain business records and comply with legal or regulatory obligations

We will use your information only for legitimate business purposes and in accordance with applicable laws.

3. How We Share Information

We do not sell your personal information.

We may share information with trusted service providers or business partners that assist us with operating our website, communications, scheduling, technology, or other business services. These parties may only use information as necessary to provide services on our behalf.

We may also disclose information when required by law or when necessary to protect the rights, safety, or property of Millbrook HomeCare, our clients, caregivers, employees, or others.

4. Text Messaging and SMS Communications

With your consent, Millbrook HomeCare may send text messages to the mobile phone number you provide.

Text messages may include communications related to:

- Home care inquiries and services
- Scheduling and appointments
- Caregiver or employment opportunities
- Company updates
- Follow-up communications

- Other information related to your relationship with Millbrook HomeCare

By providing your mobile phone number and opting in to receive text messages from us, you agree to receive text messages from **TLW Care Solutions, LLC DBA Millbrook HomeCare**.

Message frequency may vary. Message and data rates may apply.

Consent to receive text messages is not required as a condition of purchasing services or obtaining employment.

You may opt out of receiving text messages at any time by replying **STOP** to any message. After opting out, you will no longer receive text messages from that messaging program unless you opt in again.

For assistance, reply **HELP** or contact Millbrook HomeCare directly.

Wireless carriers are not responsible for delayed or undelivered messages. Text messaging practices generally emphasize obtaining consent before sending business messages and providing a clear way for recipients to opt out.

5. SMS Privacy

Mobile phone numbers and SMS consent information will not be sold, rented, or shared with third parties for their own marketing or promotional purposes.

We may share information with service providers that help us deliver communications or operate our business, but only as necessary to provide those services and subject to appropriate privacy and security obligations.

6. Cookies and Website Technologies

Our website may use cookies or similar technologies to improve website functionality, understand how visitors use our website, and enhance the user experience.

You may be able to control or disable cookies through your browser settings. Please note that disabling cookies may affect certain website features.

7. Third-Party Websites

Our website may contain links to third-party websites, social media platforms, or other online services. Millbrook HomeCare is not responsible for the privacy practices or content of those third-party websites. We encourage you to review their privacy policies before providing personal information.

8. Data Security

We take reasonable administrative, technical, and organizational measures to protect the personal information we collect. However, no method of transmitting or storing information electronically is completely secure, and we cannot guarantee absolute security.

9. Your Choices

You may contact us to:

- Request information about the personal information we maintain about you
- Update or correct your contact information
- Ask questions about our privacy practices
- Opt out of certain communications
- Opt out of text messaging by replying **STOP**

10. Children's Privacy

Our website and services are not intended for children under the age of 13, and we do not knowingly collect personal information directly from children through our website.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page along with an updated effective date. We encourage you to review this policy periodically.

12. Contact Us

If you have questions about this Privacy Policy or our information practices, please contact:

TLW Care Solutions, LLC DBA Millbrook HomeCare

Phone: 610-838-1700

Website: Millbrook HomeCare

Email: info@millbrookhomecare.com