

Privacy Policy and Terms of Use

The website <https://athomecare.co.uk> is provided by At Home Care. By using the Website, you acknowledge our Privacy Policy and agree to be bound by the Terms of Use, both set forth below. If you do not accept the Privacy Policy or Terms of Use, please do not use this Website.

At Home Care may revise the Privacy Policy or Terms of Use at any time.

The Website may link to other online services that are owned by Intro Ease Ltd. This Website Privacy Policy and Terms of Use do not apply to other online services owned by At Home Care.

The Website may also provide links to other online services that At Home Care does not own or maintain. At Home Care is not responsible for the content of any online services it does not own.

The Website Privacy Policy and Terms of Use are set forth below.

Privacy Policy

This Privacy Policy covers how we collect, use, and disclose personal information we collected through the Website.

Personal Information Collection, Use, and Disclosure

When you visit the Website, you may choose to submit personal information, such as through surveys or polls. Personal information may include your name, address, telephone number, and email address.

We, or our vendors, may use or disclose personal information (such as to our affiliates, subsidiaries, parent company, business partners, and vendors) for various purposes, such as for the following purposes:

- **Communicate and market to you.** To communicate with you such as for participation in surveys, send our newsletters, and send you information on products and services we think may interest you.



- **Customer Service.** To respond to your requests for technical support, online services, product or service information or to any other communication you initiate, including inquiries.
- **Maintain, improve, and protect the Website.** For security purposes, such as to protect against unauthorised disclosure of personal information, as well as detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity. Additionally, for debugging to identify and repair errors that impair existing intended functionality and developing new features or improve existing ones, including using personal information for internal purposes related to certain research, analytics, and development.
- **Legal and Safety.** To help with public health and safety issues, and to meet our legal obligations, work with law enforcement, for public safety purposes, to comply with laws, regulations, court orders, or other legal obligations or to assist in an investigation, to protect and defend our rights and property, or the rights or safety of third parties, to enforce our Terms of Use, this Privacy Policy, or agreements with third parties, or for crime-prevention purposes.
- **Business Transactions.** As part of a business transaction such as in the event we sell or transfer all or a portion of our business or assets (including a reorganisation, dissolution, or liquidation) and as part of negotiations of such transactions.

We may combine your personal information with data we obtain from our services, other users, or other parties. We reserve the right to convert, or permit others to convert, your personal information into deidentified, anonymised, or aggregated data, as permitted by law.

Note that newsletter subscribers may remove their email address from our newsletter email list by using the unsubscribe link provided at the bottom of each newsletter.

Terms of Use

These Terms of Use covers how you may use the Website, including restrictions of use. By using the Website or submitting material to us, you represent you are at least the age of majority in your jurisdiction. If you are under the age of majority, you represent that you are using the Website or submitting materials to us under the supervision of a legal guardian who agrees to be bound to these Terms on your behalf.



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User Submissions

You may submit to At Home Care comments or other materials. You acknowledge that if you send us creative suggestions, ideas, notes, drawings, concepts, inventions, or other information, that such submissions shall be deemed, and shall remain, the property of At Home Care. By submitting any materials to us, you assign to us, and we shall exclusively own all now known or hereafter existing rights to such Information and shall be entitled to unrestricted use of the Information for any purpose whatsoever, commercial or otherwise, without compensation to you.



You agree to not: transmit to us material that is copyrighted, unless you are the copyright owner or have the permission of the copyright owner to post it; send material that reveals trade secrets, unless you own them or have the permission of the owner; send material that infringes on any other intellectual property rights of others or on the privacy or publicity rights of others; send material that is obscene, defamatory, threatening, harassing, abusive, hateful, or

embarrassing to another user or any other person or entity; send sexually explicit images; send advertisements or solicitations of business; send chain letters or pyramid schemes; or impersonate another person.

Use Restrictions

You agree that you will not engage in:

- **Violating the rights of At Home Care or others:**
 - Modifying, or creating derivative works based on, content in the Website
 - Using the content in any manner: (a) suggesting an association with any other products, services, or brands (b) that is likely to cause confusion among users, (c) that disparages or discredits At Home Care, (d) that is otherwise exploitative for any commercial purpose; or (e) that otherwise infringes our intellectual property rights
 - Developing functionally similar products or services to the Website
 - Copying, modifying, reproducing, archiving, selling, leasing, renting, exchanging, creating derivative works from, publishing by hard copy or electronic means, publicly performing, displaying, disseminating, distributing, broadcasting, retransmitting, circulating, or transferring to any other party, or otherwise use or exploit content in the Website in any way for any purpose except as specifically permitted by these Terms of Use
- **Using unauthorised technical tools or circumventions or exploiting the Website design:**
 - Using, or facilitating the use of, any unauthorised third-party software (e.g., bots, mods, hacks, and scripts) to modify or automate operation within the Website whether for yourself or for a third party
 - Downloading content to a database for any reason



- o Decomposing, disassembling, or reverse engineering any part of the Website, or otherwise use the Website for any purpose other than those provided for by us and in conjunction with the operations of the Website
- o Attempting to circumvent any restriction in the Website based upon geography or other restriction imposed by us
- o Interfering with or circumventing any security feature (including any digital rights management mechanism, device, or other content protection or access control measure)
- o Attempting or gaining unauthorized access to any network or computer through the Website
- o Harvesting, scraping, or otherwise collecting or storing any content or information, including personal information, from the Website
- o Engaging with controls that is against the Website intended design. This includes not exploiting bugs

You agree that if you submit any personal information of another person to At Home Care or to the Website, you represent and warrant that you are authorized to provide that individual's personal information to At Home Care.

Disclaimers

At Home Care does not warrant that the Website will operate error-free or that the Website or its server are free of computer viruses or other harmful material.

Although it strives for timeliness and accuracy in all its materials, At Home Care makes no representations, warranties, or assurances as to the availability, accuracy, currency, or completeness of the Website or its contents. All information on the Website is for educational purposes only. For specific medical advice, diagnoses, and treatment, consult your doctor.

Indemnification and Limited Liability

As permitted by applicable law, you agree to, and you hereby, defend, indemnify, and hold At Home Care harmless from and against any and all claims, damages, losses, costs, investigations, liabilities, judgments, fines, penalties, settlements, interest, and expenses (including attorneys' fees) that directly or indirectly arise from or are related to any claim, suit, action, demand, or proceeding made or brought against, or on account of the investigation, defence, or settlement thereof, arising out of or in connection with the Website.



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