

Privacy Policy

WHAT YOU SHOULD KNOW.....

We recognize our obligation to keep information about you secure and confidential. Here is some important information we want you to know. We carefully manage information throughout our company. Understanding your relationship with Eldercare Solutions, Inc. allows us to serve you better and offer you more convenience and benefits.

This policy covers Client and Employee information. This includes personally identifiable information about a client, an institution, an employee's personal information and current and former employment relationships with Eldercare Solutions, Inc.

PROTECTING INFORMATION ABOUT YOU FROM INQUIRIES OUTSIDE OF ELDERCARE SOLUTIONS, INC.

Eldercare Solutions, Inc. does not share any information with companies or agencies outside of Eldercare Solutions, Inc. unless permitted or mandated by law. You don't need to take any action to prevent unwarranted disclosure of such information.

MAKING THE SECURITY OF INFORMATION A PRIORITY

Keeping employment and financial information secure is one of our most important responsibilities. We maintain physical and procedural safeguards to protect employee and customer information. Employees are authorized to access Customer and Employee information only when they need it to provide you with the services necessary to maintain your account or to comply with Federal, State, or County laws. Our employees are bound by a code of ethics that requires confidential treatment of Customer and Employee information and are subject to disciplinary action if they fail to follow the code.

COLLECTING INFORMATION

We collect and use various types of information to service your accounts as well as to manage your employee records in order to save you time and money, and better respond to your needs. Sensitive (private) information is categorized in the following four types:

- *Employment Application Information*—Personal information such as Social Security numbers, address information, date of birth, gender, and citizenship (immigration status).
- *Transaction and Experience Information*—Information about client and employee transactions and account experience, such as trust invoice account activity, employee wage and salary data, or information about our communications with you, such as requests for copies of employee timesheets or payroll journal information, or Eldercare Solutions, Inc.'s trust account invoices. These are just a few examples of the types of information transactions we handle in order to better serve our clients' and employees' needs.
- *Employee information from outside sources*—Information from outside sources regarding the employees' income tax standing with the Internal Revenue Service and/or State taxing authority regarding such issues as tax liens and garnishments. Information from the County District Attorney's Office regarding child support, financial judgments, or liens, just to name a few.
- *Other general information*—Information such as demographics, address information of other personal information.

MANAGING INFORMATION

We manage how and when information is shared:

- With companies that work with us
- Safeguarding your information
- In other situations

Managing information with companies that work with us

We may share any of the four types of Employee information outlined above with companies that work for us. All companies that act on our behalf are obligated to keep the information we provide to them confidential, and to use the Employee and Client information we share only to provide the services we ask them to perform for you and us. These companies may include financial service providers such as payment processing companies; and non-financial companies such as check printing and data processing firms. These companies might assist us, for example, in fulfilling your service requests. Service requests such as processing payroll direct deposit transactions through ACH as well as the electronic payment of employee/employer payroll taxes with the IRS and the State taxing authorities.

Safeguarding your information

We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information. Any information that is discarded is either destroyed or shredded to safeguard your privacy

Disclosing information in other situations

We may also disclose any of the four types of Customer information to State and Federal Government agencies as required or permitted by law. For example, employee information may be disclosed in connection with a wage garnishment by State or Federal taxing authorities or garnishments for child support from a County District Attorney's office. These are the types of situations that would require us to disclose private information about our employees, and on occasion, about our clients.

KEEPING UP-TO-DATE WITH OUR PRIVACY POLICY

Eldercare Solutions, Inc. will provide notice of any changes in our Privacy Policy as requested, as long as you maintain an ongoing relationship with us.

Eldercare Solutions, Inc.