

Aura' CareHaus Privacy Policy

Effective Date: [Insert Date]

Aura' CareHaus ("Company," "we," "our," or "us") is committed to protecting your privacy and ensuring that your personal information is handled responsibly. This Privacy Policy explains, in detail, how we collect, use, store, share, and protect your information. It applies to all visitors, clients, caregivers, contractors, and anyone who uses our website, booking systems, or services.

By accessing our services, you agree to the practices described in this Privacy Policy.

1. Scope of this Privacy Policy

This Privacy Policy applies to:

- Visitors of www.auracarehaus.com
- Clients booking recovery stays, massage services, or wellness services
- Individuals applying for employment or contracting opportunities
- Anyone communicating with Aura' CareHaus via phone, email, or social media

This Privacy Policy does not apply to third-party websites, service providers, or platforms that we do not own or control.

2. Information We Collect

We may collect the following categories of information:

a. Personal Information

- Full name, date of birth, email address, phone number, physical address
- Billing and payment details (processed securely through third-party systems)
- Emergency contact information

b. Health Information

- Limited health details necessary for post-operative recovery services, such as mobility needs, dietary requirements, or garment (faja) usage
- Information voluntarily provided by you to support your care plan

c. Service Usage Information

- Details about bookings, services requested, and service preferences
- Communication history (emails, texts, calls, forms)

d. Technical & Device Information

- IP address, browser type, operating system, geolocation data
- Device identifiers, cookies, and analytics data

e. Employment/Contractor Information

- If you apply to work with us, we may collect résumé information, licensing or certification data, and references.

3. How We Collect Information

We collect information in the following ways:

- **Directly from you** when you fill out forms, book services, or communicate with us.
- **Automatically** through cookies, analytics, and technology when you use our website.
- **From third parties** such as payment processors, partner medspas, or referral networks.

4. How We Use Information

We use your information to:

- Provide post-operative recovery and massage therapy services.
- Schedule, manage, and confirm appointments.
- Customize services to meet your recovery or wellness needs.
- Process and manage payments securely.
- Communicate updates, confirmations, or important service notices.
- Improve our website, marketing efforts, and client experience.
- Send newsletters or promotional offers (with your consent).
- Comply with legal, regulatory, or safety obligations.

5. How We Share Information

We do not sell or rent your personal data. Information may be shared only in limited circumstances:

- **With Caregivers and Staff:** Information necessary to provide your service.
- **With Trusted Third Parties:** Payment processors, booking platforms, or IT providers who help operate our business.
- **Legal Requirements:** If required by law, court order, or regulatory process.
- **Business Transfers:** In case of merger, acquisition, or restructuring, client data may be transferred.

6. Cookies and Tracking

Our website uses cookies and similar technologies to:

- Remember your preferences
- Improve website performance
- Track analytics (traffic, popular pages, time on site)
- Support targeted advertising

You can disable cookies in your browser, but some website features may not function properly.

7. Data Security

We implement physical, technical, and administrative safeguards to protect your information, including encryption where appropriate. However, no method of transmission is 100% secure, and we cannot guarantee absolute protection.

8. Data Retention

We retain your information only as long as necessary to:

- Provide services
- Comply with legal requirements
- Resolve disputes
- Enforce agreements

Once information is no longer needed, we securely delete or anonymize it.

9. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access the information we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your personal information
- Restrict or object to processing in certain cases
- Withdraw consent to marketing communications
- Request transfer of your data to another provider

To exercise your rights, contact us at info@auracarehaus.com.

10. Special Categories of Data

Health-related information you provide is used **only** to support your care plan. Aura' CareHaus does not store or process detailed medical records, diagnoses, or treatment notes beyond what is necessary to provide safe services.

11. Children's Privacy

Our services are not directed toward children under the age of 13, and we do not knowingly collect personal information from minors. If we learn that we have collected data from a child under 13, we will delete it promptly.

12. Third-Party Links and Services

Our website may include links to third-party websites. We are not responsible for their content, policies, or practices. Please review their privacy policies before providing personal information.

13. International Clients

By using our services outside the United States, you consent to the transfer and storage of your information in the U.S., where data protection laws may differ from those in your home country.

14. Marketing and Communications

We may use your contact details to send service updates, promotions, or newsletters. You can opt out at any time by clicking “unsubscribe” or contacting us directly.

15. Employee and Contractor Privacy

If you apply for a role or contract with Aura’ CareHaus, we may collect and process information such as background checks, licensing details, and work history. This information will be used solely for evaluating and managing employment or contractor relationships.

16. Liability Disclaimer

While we take every precaution to protect your information, by using our services you acknowledge that no system is completely secure, and we are not responsible for breaches beyond our reasonable control.

17. Changes to This Privacy Policy

We may update this Privacy Policy at any time. Changes will be posted on our website with a revised "Effective Date." Continued use of our services constitutes acceptance of those changes.

18. Contact Us

For questions or concerns regarding this Privacy Policy, contact:

Aura' CareHaus

 Dallas–Fort Worth Metroplex

 www.auracarehaus.com

 1-844-999-4287 | Direct: 469-992-4246

 info@auracarehaus.com

Aura' CareHaus Terms & Conditions

Effective Date: [Insert Date]

Welcome to Aura' CareHaus. These Terms & Conditions ("Terms," "Agreement") govern your access to and use of our website, services, and facilities. By booking a stay, massage, or any service through Aura' CareHaus, you agree to be bound by these Terms. Please read them carefully.

1. Scope of Services

Aura' CareHaus provides:

- Post-operative recovery accommodations (at-home or in private suites).
- In-home, mobile, and chair massage services.
- Wellness services including deep tissue massage, stretching, and caregiver support.
- Assistance with garments, mobility, and daily care tasks.

We reserve the right to expand, modify, or discontinue services at our discretion.

2. Eligibility

To use our services, you must:

- Be at least 18 years old (or have parental/guardian consent).
 - Provide accurate and truthful information during booking.
 - Agree that certain services may require proof of medical clearance.
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3. Bookings & Reservations

- All bookings are subject to availability.
 - A deposit may be required to secure your reservation.
 - Remaining balances are due before or at the time of service.
 - By booking, you authorize Aura' CareHaus to process payment through approved payment systems.
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4. Cancellation & Refund Policy

- Cancellations made [insert timeframe] before service may receive a refund, less any applicable fees.
 - Late cancellations or no-shows may result in forfeiture of deposit.
 - Refunds are processed within [insert days] business days.
 - Aura' CareHaus reserves the right to cancel or reschedule services due to emergencies, safety, or unforeseen circumstances.
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5. Client Responsibilities

Clients agree to:

- Provide accurate health and personal information necessary for safe service delivery.
 - Follow aftercare or safety instructions provided by caregivers.
 - Refrain from behavior that is unsafe, unlawful, or disruptive.
 - Ensure a safe environment for in-home services (including adequate space and cleanliness).
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6. Caregiver & Staff Responsibilities

Aura' CareHaus staff and contractors are expected to:

- Provide services with professionalism, respect, and care.
 - Maintain appropriate licensing, certifications, and insurance where applicable.
 - Protect client confidentiality and dignity at all times.
 - Arrive promptly and prepared for scheduled services.
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7. Health & Safety Disclaimer

- Aura' CareHaus does not provide medical diagnoses or replace the care of licensed physicians.
 - Clients are responsible for seeking appropriate medical clearance prior to services.
 - Massage and recovery services carry inherent risks; by booking, you accept responsibility for your participation.
 - Aura' CareHaus is not liable for complications arising from undisclosed health conditions.
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8. Payments & Fees

- Accepted payment methods include [list: credit card, debit, etc.].
 - Late payments may incur additional fees.
 - Prices are subject to change; clients will be notified of updated rates before booking confirmation.
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9. Intellectual Property

- All content on www.auracarehaus.com, including logos, images, and written materials, are the property of Aura' CareHaus and protected by copyright.
 - You may not reproduce, distribute, or modify our content without written permission.
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10. Limitation of Liability

To the fullest extent permitted by law:

- Aura' CareHaus is not liable for indirect, incidental, or consequential damages.
 - Total liability for any claim is limited to the amount paid for the service in question.
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11. Indemnification

You agree to indemnify and hold harmless Aura' CareHaus, its owners, employees, and contractors from any claims, damages, or expenses resulting from your use of our services, violation of these Terms, or negligent actions.

12. Privacy

Your use of our services is also governed by our **Privacy Policy**, which explains how we collect and use personal data. By agreeing to these Terms, you also acknowledge our Privacy Policy.

13. Termination

Aura' CareHaus reserves the right to:

- Refuse service to anyone for any reason consistent with applicable law.
 - Terminate or suspend access to services for violations of these Terms.
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14. Force Majeure

We are not responsible for delays or failures caused by events outside our control, including natural disasters, pandemics, strikes, or government actions.

15. Dispute Resolution

- Disputes will first be attempted to be resolved informally.
 - If unresolved, disputes will be handled through binding arbitration in Dallas County, Texas.
 - Clients waive the right to participate in class action lawsuits against Aura' CareHaus.
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16. Governing Law

These Terms shall be governed by the laws of the State of Texas, without regard to conflict of law principles.

17. Modifications

Aura' CareHaus may update these Terms at any time. Changes will be posted to our website, and continued use of our services constitutes acceptance of the updated Terms.

18. Contact Information

For questions regarding these Terms, contact:

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