

Privacy Policy

Last Updated: March 16, 2026

1. Introduction

Step by Step and Side by Side LLC (“Company,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal and confidential information of the individuals and families we serve.

We provide professional, confidential, fee-based support services for seniors and families navigating complex life transitions. This Privacy Policy explains how we collect, use, protect, and disclose information when you visit our website or use our services.

By using our website or services, you agree to the terms of this Privacy Policy.

2. Information We Collect

Personal Information

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

- Full name
- Email address
- Phone number
- Mailing address
- Information related to the senior or family member receiving support services
- Account login information
- Billing and payment information

Client Support Information

Because our services involve assisting individuals and families during important life transitions, we may collect information necessary to coordinate services, organization, advocacy, and support. This information may include details related to:

- Care coordination
- Family contacts
- Service providers
- Scheduling or logistical information

We treat this information with strict confidentiality.

Automatically Collected Information

When you visit our website, certain technical information may be automatically collected, including:

- IP address
- Browser type
- Device type
- Pages visited
- Date and time of visits
- Referring website addresses

3. How We Use Your Information

We may use collected information to:

- Provide and manage our services
- Coordinate support for seniors and families
- Create and manage client accounts
- Process payments and invoices
- Communicate regarding services or appointments
- Respond to inquiries or support requests
- Improve our website and services
- Maintain records for administrative purposes

4. Confidentiality of Client Information

Protecting client confidentiality is a core part of our services. Information shared with us in connection with our support services will be handled with care and discretion.

We will not disclose confidential client information except:

- With client or authorized family permission
- When necessary to coordinate services with approved providers
- When required by law or legal process

5. Payment and Billing Information

If you create an account or purchase services, payment information may be collected and processed through secure third-party payment processors. We do not store complete credit card information on our servers.

6. Cookies and Website Tracking

Our website may use cookies or similar technologies to improve functionality and analyze website usage.

You may disable cookies through your browser settings.

7. Sharing of Information

Step by Step and Side by Side LLC does **not sell or rent personal information**.

Information may be shared only with trusted service providers who assist with:

- Payment processing
- Website hosting and maintenance
- Scheduling or communication tools

These providers are required to protect your information.

8. Data Security

We take reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, loss, misuse, or disclosure.

9. Third-Party Links

Our website may contain links to other websites. Step by Step and Side by Side LLC is not responsible for the privacy practices of third-party sites.

10. Children's Privacy

Our services are intended for adults and families assisting seniors. We do not knowingly collect personal information from children under the age of 13.

11. Your Privacy Rights

Depending on your location, you may have rights to access, correct, or request deletion of your personal information.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised "Last Updated" date.

13. Contact Information

Step by Step and Side by Side LLC

Email: info@sbsandsbs.com

Phone: 843-531-1191