Privacy Policy

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This Privacy Policy explains how The Overseer LLC, doing business as The Overseer's Touch ("we," "us," or "our"), collects, uses, and protects information when you use our website and services.

Information we collect

- **Account information:** name, mobile phone number, email address, mailing address, and the names and phone numbers of any caregivers or trusted contacts you designate.
- **Billing information:** subscription and payment details, which are processed by our payment provider. We do not store full card numbers.
- **Service requests:** screenshots you send, descriptions you type, and records of calls and messages with our team.
- **Sign-up and call requests:** the name, phone number, optional email address, and details you enter on our request form, including the name of a loved one if you are asking on their behalf. We use this only to call you back about your request.
- **Technical information:** basic device and usage information needed to operate and secure the service.
- **Website visit counts:** we count visits to this website without cookies. For each day we keep only how many times each page was viewed and where visits came from (for example, a search engine or one of our flyers). We do not record who you are or your internet address for this, and we keep these counts for 24 months.

How we use information

- To provide the service, including reviewing screenshots and requests and responding to you.
- To contact you and your designated caregivers about your account and service requests.
- To process subscription payments.
- To protect subscribers, prevent fraud, and comply with legal obligations.

Screenshots and service requests

Screenshots and descriptions you send may be analyzed with the help of automated tools, including artificial intelligence services, to estimate urgency. Results are reviewed by our staff. Screenshots are kept for no more than 48 hours and then deleted, unless our staff flags one as possible evidence of a crime, in which case it

may be kept as long as reasonably necessary for that purpose.

How long we keep information

We keep information only as long as we need it, and delete it automatically on this schedule:

- **Screenshots and descriptions you send:** deleted within 48 hours.
- **Teaching examples:** to help others recognize scams, our staff may write a description of a scam message you sent, with your name, numbers, links and any other personal information removed. We never keep your screenshot for this, and nothing in these examples identifies you. Kept until we delete them.
- **Record of which tag options you used and when** (for example, sending a screenshot, calling your caregiver, or calling 911; never the content): 12 months.
- **Sign-up and call requests from this website:** 6 months.
- **Records of our AI review costs:** after 12 months, they are no longer linked to you or your tag.
- **Your account** (name, phone number, caregiver information, tags): kept while your subscription is active. If you cancel, we keep it for 12 months in case you return, then delete it along with its history. You can ask us to delete it sooner.
- **Payment records:** held by our payment provider and kept in our tax records as long as the law requires.
- **Security logs** (such as the internet address of a blocked request): kept by our hosting provider for a short period, then deleted automatically.

The only exception: if our staff flag a specific submission as possible evidence of a crime, that submission and the records it depends on are kept until they are no longer needed for that purpose.

Mobile phone numbers and text messaging

We do not sell, rent, or share mobile phone numbers or text messaging opt-in data and consent with third parties or affiliates for their marketing or promotional purposes. Mobile information is used only to provide our service and to send the messages described in our SMS Terms. Text messaging originator opt-in data and consent will not be shared with any third parties.

How we share information

We do not sell your personal information. We share information only as needed to run the service:

- **Service providers** that help us operate, such as hosting, telecommunications, payment processing, and AI analysis providers. They may use the information only to perform services for us.
- **Your designated caregivers,** when you ask us to contact them or when a situation calls for it under your account settings.

- **Law enforcement or emergency services,** when required by law or when we believe in good faith it is necessary to protect someone's safety.

Data security

We use reasonable administrative, technical, and physical safeguards to protect information. No method of transmission or storage is completely secure, but we work to protect your information and limit access to staff who need it.

Your choices

- You may request a copy of, correction of, or deletion of your personal information by emailing us.
- You may opt out of text messages at any time by replying STOP. See our SMS Terms.

Children

Our service is not directed to children under 13, and we do not knowingly collect their personal information.

Changes to this policy

We may update this policy from time to time. The effective date above shows when it was last changed.

Contact us

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