

Elder First – Terms of Use

Thoughtful care. Transparent relationships.

1. Our Promise

Elder First is built on a simple belief—**every senior deserves to live with dignity, independence, and joy.**

These Terms are designed to be clear, fair, and respectful—just like the care we strive to provide.

By using our website or services, you agree to these terms.

2. Who We Serve

Our services are meant for:

- Seniors (55+)
- Families and caregivers supporting their loved ones

You may use Elder First:

- For yourself
 - On behalf of a parent or elder (with their knowledge and consent)
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3. A Relationship Built on Trust

To serve you well, we rely on your support:

You agree to:

- Share **accurate and complete information**
- Keep your account details **secure and confidential**
- Engage with our team and community **respectfully**

We reserve the right to pause or restrict access in cases of misuse—only to protect the larger community.

4. Privacy with Respect

Your personal information is treated with care and discretion.

We may collect:

- Basic details (name, phone, email)
- Relevant preferences to improve care and services

We use this to:

- Deliver services effectively
- Stay connected for updates and support
- Enhance your overall experience

Your control, always:

- You may opt out of non-essential communication
 - You may request access, correction, or deletion of your data
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5. Staying Connected

To ensure seamless service, we may reach out via:

- Phone calls
- WhatsApp
- SMS, RCS or Email

This will always be limited to:

- Service updates
- Assistance and coordination
- Important information

We are mindful of your time and privacy—communication will always be purposeful.

6. Our Services & Commitment

Elder First offers a range of services designed to support active and assisted senior living.

We strive to ensure:

- Reliability
- Compassion
- Quality care

At the same time:

- Certain services may depend on external partners or availability
 - While we aim for excellence, outcomes may vary based on individual needs and circumstances
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7. Practical Boundaries

Elder First is a **care and support platform**, not a substitute for:

- Emergency services
- Critical medical decision-making (unless explicitly provided)

While we stand by our commitment, we cannot be held responsible for:

- Delays beyond our control
 - Actions of independent third-party providers
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8. Extended Ecosystem

We may connect you to trusted partners such as:

- Healthcare professionals
- Service providers
- Wellness experts

While we curate carefully:

- These services operate independently
 - We encourage informed decisions before engagement
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9. Responsible Use

To maintain a safe and respectful environment:

- Misuse, false information, or harmful behaviour may lead to **restricted access**
 - These measures are taken only in the interest of the larger community
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10. We Are Here to Listen

Your experience matters deeply to us.

For any concerns, feedback, or support:

- Reach out to us anytime
 - We are committed to **fair, transparent, and timely resolution**
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11. Legal Framework

- These terms are governed by the laws of India
 - Any disputes will be addressed through appropriate legal channels
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A Closing Note

Elder First is more than a service.

It is a **shared journey**—with families, with caregivers, and most importantly, with our elders.

A journey rooted in:

Care. Respect. Independence.
