

## Elder First – Terms of Use

*Thoughtful care. Transparent relationships.*

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### 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.

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### 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.

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### 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.

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## 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.**

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