

How We Keep Your Information Safe

Where Your Data Lives

Same Page Caregiving is a coordination and communication tool for informal caregivers, not a clinical or treatment platform. The app stores your information in a secure online database called **Supabase**, which is hosted in the United States. Think of it like a digital filing cabinet with a lock. All your data is **encrypted** (like a secret code) when it's stored and when it's sent over the internet. This means only people in your **care circle** (your family or team) can see the information you share. No one outside your circle can access it, even if they try.

How We Protect Your Data

1. Only Your Circle Can See Your Data

We use something called **row-level security (RLS)**. This is like giving every family member their own key to a shared drawer. You can only open the drawer for *your* care circle. Even if someone knows the number of a file, they can't open it unless they're part of your circle. A circle member cannot access another circle's care recipient information, care logs, or member list. Every part of the app is protected by row-level securities. The tech support for the app can also see data, but they are held to strict contractual obligations for privacy. This is necessary in order to provide tech support and help you if there is a problem with your service.

2. Your Data Is Always Locked

All data is encrypted (turned into a secret code) when it is saved, at rest (AES-256), and in transit (TLS 1.2+). This is enforced at the infrastructure level by Supabase and cannot be disabled. Your sign-in is kept in your browser so you don't have to enter a code every time. It's scoped to Same Page only and isn't sent to other websites.

3. No Passwords Needed

You sign in using a 6 digit code sent to your email. This means you don't have to remember a password, and no passwords are stored. Instead of using a password, you will receive a different code to your email each time that you log in that will need to be entered. Your login is safe and easy.

4. We Don't Share Your Data

We **never** sell or share your information with other companies for ads or money. There are vendor services the app uses in order to function. We have legal agreements in place with all of these vendors. A list of vendors can be found on the www.SamePageCaregiving.com site under the Resources section.

5. How Long We Keep Your Data

Type of Data	How Long We Keep It
Your account	As long as you use the app and up to 30 days of receipt of request to close your account
Care circle info (like names, needs, and notes)	As long as the circle exists
Care logs, tasks, and medication records	As long as the circle exists
Backups	Kept for 7 days (then deleted automatically)
Text message logs	Kept by Twilio (Vendor service that sends text messages) for up to 13 months.
Email logs	Kept by Resend (Vendor service that sends emails) for 90 days

6. How to Delete Your Data

Asking for Deletion

If you want to delete your account and your data, just email us at ContactUs@SamePageCaregiving.com. We'll remove your account login within 30 days. You are able to download a full record of your data from the account menu anytime before your account is removed.

What Gets Removed

- Your profile and account
- Your membership in care circles

What Stays

- **Care recipient data** (like their needs or medications) is owned by the whole circle, not just one person. Only the **circle Primary Caregiver or Care Organizer** can delete this.
- **Backups:** Even after removal, your information might stay in backups for up to 7 days before it's completely gone.

7. Permission for Care Recipients

When you sign up, the care recipient or their healthcare surrogate will be sent an email to check a box that they agree to our Terms of Service and Privacy Policy before any health-related information is stored. This means they will have to say “yes” before features in the app are opened to enter health data about the person receiving care.