

Privacy Policy

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RinkWare LLC ("RinkWare," "we," "us," or "our") respects your privacy. This Privacy Policy explains how RinkWare collects, uses, processes, discloses, and protects personal information in connection with our websites, applications, software-as-a-service platform, online booking systems, ticketing systems, digital waivers, venue websites, forms, point-of-sale functionality, and related services (collectively, the "Services").

1. SCOPE

This Privacy Policy applies to personal information processed by RinkWare through the Services. It does not necessarily govern the independent privacy practices of businesses using RinkWare ("Venues"). A Venue may have its own privacy policy governing information it collects from its customers.

2. RINKWARE'S PRIVACY ROLE

RinkWare may process personal information in different capacities depending upon the circumstances.

Information RinkWare Controls. RinkWare may determine the purposes and means of processing information relating to RinkWare customer accounts, subscription administration, billing, RinkWare website visitors, support requests, security, fraud prevention, business communications, and RinkWare's own legal and operational requirements. For such information, RinkWare may act as a controller or business under applicable privacy law.

Information Processed for Venues. When a Venue uses RinkWare to collect or manage information concerning the Venue's customers, participants, guests, employees, or other individuals, the Venue generally determines why that information is collected. In those circumstances, the Venue may be the controller and RinkWare may act as its processor or service provider. Requests concerning Venue-controlled information may therefore need to be directed to the applicable Venue.

3. CATEGORIES OF INFORMATION WE MAY COLLECT

Depending upon how the Services are used, RinkWare may process the following categories of personal information.

Contact Information: name, email address, telephone number, mailing address, business address, and other contact information.

Account Information: username, account identifiers, Venue affiliation, employee or user role, authentication information, permissions, account preferences, and account activity.

Booking Information: customer name, telephone number, email address, event date and time, party package, guest counts, participant information, selected upgrades, promotional codes, special instructions, deposit information, and transaction information.

Ticketing Information: purchaser information, ticket type, session or event, quantity, transaction information, rental selections, waiver requirements, and redemption or validation information.

Digital Waiver Information: signer name, participant name, contact information, date and time, waiver acknowledgment, electronic signature or equivalent acknowledgment, relationship to a minor participant, information requested by the Venue, and technical information associated with the submission. The specific information collected depends upon the Venue's waiver configuration.

Form Submissions: Venue-created forms may collect information selected by the Venue. The Venue is responsible for determining what information its forms request and the purposes for which that information is collected.

Payment and Transaction Information: transaction amount, payment status, payment method type, transaction identifier, refunds, disputes, deposits, taxes, fees, and related transaction metadata. Complete payment-card credentials may be collected directly by third-party payment processors rather than RinkWare.

Technical Information: IP address, browser type, device type, operating system, referring page, pages or features accessed, timestamps, session information, error information, security logs, and diagnostic information.

Communications: if you communicate with RinkWare, we may process the contents and metadata of emails, support requests, forms, telephone communications, or other correspondence.

4. HOW WE COLLECT INFORMATION

We may receive information directly from you; from a Venue; when you create or use an account; when you book a party or event; when you purchase tickets; when you complete a waiver; when you submit a Venue form; when you use a RinkWare-powered website; automatically through technology; from payment processors; from service providers; from integrations authorized by a Venue; or from other lawful sources.

5. HOW WE USE PERSONAL INFORMATION

RinkWare may use personal information to provide and operate the Services; create and administer accounts; process bookings and transactions; provide tickets and confirmations; process digital waivers; deliver Venue form submissions; provide websites and hosted services; communicate transaction information; provide customer support; authenticate users; maintain system security; detect fraud or misuse; diagnose technical problems; maintain records; process payments and billing; administer subscriptions; comply with law; establish or defend legal claims; enforce agreements; maintain and improve the Services; understand system performance; and protect RinkWare, Venues, users, and others.

We seek to limit collection to information reasonably related to legitimate and disclosed purposes.

6. VENUE USE OF INFORMATION

Venues may use information collected through RinkWare for their own legitimate business purposes. Those purposes may include fulfilling reservations, managing parties, admitting guests, verifying waivers, communicating with customers, maintaining customer records, operating loyalty or marketing programs, and complying with law. RinkWare does not control every independent use of information by a Venue. Questions concerning a Venue's privacy practices should be directed to that Venue.

7. COOKIES AND SIMILAR TECHNOLOGIES

RinkWare websites and Services may use cookies, local storage, session technologies, and similar technologies. These technologies may be used to maintain authenticated sessions, remember preferences, provide security, prevent fraud, maintain shopping or booking sessions, understand system usage, diagnose problems, and improve performance. Where required by law, additional consent mechanisms may be provided.

8. PAYMENT PROCESSORS

Payments may be processed by independent payment-service providers. Payment processors may collect payment-card information directly and process it under their own privacy policies and contractual obligations. RinkWare may receive transaction identifiers, status information, card type, limited card details, amounts, and related metadata without receiving the complete card number.

9. SERVICE PROVIDERS AND PROCESSORS

RinkWare may disclose information to vendors that perform services on our behalf, including providers of cloud infrastructure, website hosting, database services, payment processing, transactional email, communications, security, analytics, error monitoring, technical support, and other infrastructure. Such providers may process information only as appropriate for the services they provide and subject to applicable contractual and legal requirements.

10. DISCLOSURES TO VENUES

Information submitted through a Venue's RinkWare-powered service may be disclosed to that Venue. For example, a party booking submitted through a Venue's booking page may be made available to that Venue so it can fulfill the reservation. Likewise, waiver, ticket, form, and customer information may be made available to the applicable Venue.

11. LEGAL DISCLOSURES

RinkWare may disclose information when reasonably necessary to comply with law; comply with legal process; respond to lawful governmental requests; enforce agreements; investigate fraud; protect system security; prevent harm; protect the rights of RinkWare or others; or establish, exercise, or defend legal claims. Where legally permitted and reasonably appropriate, RinkWare may seek to limit overly broad requests.

12. BUSINESS TRANSACTIONS

Information may be transferred in connection with a merger, acquisition, financing, reorganization, bankruptcy, sale of assets, or similar corporate transaction. Any successor receiving personal information remains subject to applicable law concerning that information.

13. SALE OF PERSONAL INFORMATION

RinkWare does not intend to sell personal information for monetary consideration as part of its ordinary business model. RinkWare's business is providing software and related technology services to Venues. If RinkWare's practices change in a manner constituting a "sale" or targeted advertising under an applicable privacy statute, RinkWare will provide disclosures and opt-out mechanisms required by applicable law.

14. TARGETED ADVERTISING AND PROFILING

RinkWare does not currently intend to use personal information collected through Venue bookings, tickets, or waivers for profiling that produces legal or similarly significant effects concerning individuals. If

RinkWare engages in processing legally classified as targeted advertising or qualifying profiling, appropriate disclosures and rights will be provided as required by applicable law.

15. DATA RETENTION

RinkWare retains personal information for periods reasonably necessary to provide the Services; fulfill transactions; maintain business records; comply with contractual requirements; comply with accounting or tax requirements; resolve disputes; maintain security; prevent fraud; enforce agreements; and satisfy legal obligations. Retention periods vary based upon the type of information and purpose of processing. Information may remain temporarily in backups after deletion from active systems. RinkWare may retain deidentified information where permitted by law.

16. DATA MINIMIZATION

RinkWare seeks to collect and retain information reasonably necessary for legitimate business and service purposes. Venue Customers should likewise configure RinkWare forms, waivers, booking systems, and other Services to collect only information reasonably necessary for their purposes.

17. SECURITY

RinkWare uses administrative, technical, and organizational safeguards intended to protect personal information against unauthorized access, acquisition, destruction, loss, misuse, or alteration. Measures may include access controls, authentication, encryption where appropriate, logging, network protections, backups, software maintenance, and other security practices. No system can be guaranteed completely secure. Users are responsible for protecting their credentials and devices.

18. DATA BREACHES

If RinkWare discovers a security incident involving personal information, RinkWare will investigate and take appropriate action. Where notification is legally required, RinkWare will provide or assist with legally required notifications according to its role in processing the affected information.

19. CHILDREN AND MINORS

RinkWare provides technology to businesses whose activities may frequently involve families and minors. RinkWare's general business Services are not intended to enable children under 13 to independently establish RinkWare customer accounts.

However, an adult may provide information about a child in connection with legitimate activities such as birthday-party reservations, event registrations, participant records, digital waivers, admissions, or other Venue services. Where an adult provides information concerning a minor, the adult represents that they have authority to provide that information.

If RinkWare has actual knowledge that it is collecting personal information directly from a child under 13 in circumstances subject to the Children's Online Privacy Protection Act ("COPPA"), RinkWare will take appropriate steps required by applicable law, which may include obtaining verifiable parental consent or deleting the information. Venues must not configure RinkWare Services to knowingly collect personal information directly from children in violation of applicable law. Parents or legal guardians who believe a child has provided personal information directly to RinkWare without appropriate authorization may contact legal@rinkware.com.

20. PARENT AND GUARDIAN REQUESTS

A parent or legal guardian may contact RinkWare concerning personal information believed to have been submitted directly by their child. RinkWare may need to verify the requester's identity and authority before

disclosing or deleting information. Where the information is controlled by a Venue, RinkWare may direct the requester to that Venue or assist the Venue in responding as appropriate.

21. TEXAS PRIVACY RIGHTS

Texas residents may have rights under the Texas Data Privacy and Security Act ("TDPSA"), subject to statutory exceptions. Depending upon applicability, those rights may include the right to confirm whether personal data is being processed; access personal data; correct inaccuracies; delete certain personal data; obtain a portable copy of certain personal data; and opt out of certain processing involving targeted advertising, sale of personal data, or qualifying profiling. RinkWare will not unlawfully discriminate against an individual for exercising applicable privacy rights.

22. SUBMITTING A PRIVACY REQUEST

Privacy requests may be submitted to legal@rinkware.com or to RinkWare LLC, 26400 Kuykendahl Rd, Ste C180, The Woodlands, TX 77375, United States. You may also call 1-800-590-4193 for assistance regarding the appropriate request method. A request should provide sufficient information for RinkWare to identify the relevant records and verify the requester where legally appropriate. You are not required to create a new RinkWare account solely to submit a privacy request.

23. AUTHORIZED AGENTS

Where applicable law permits use of an authorized agent, RinkWare may request evidence that the agent is authorized to act for the individual. RinkWare may also independently verify the request with the individual where permitted by law.

24. APPEALS

If RinkWare denies a privacy request that is subject to a statutory right of appeal, the individual may appeal by emailing legal@rinkware.com. The subject line should state "Privacy Request Appeal." The appeal should identify the original request and explain why reconsideration is requested. RinkWare will respond within the period required by applicable law.

25. OTHER U.S. STATE PRIVACY RIGHTS

Residents of certain U.S. states may have additional rights concerning personal information. Where another applicable state privacy law grants rights beyond those described here, RinkWare will honor those rights as required by law. The availability of particular rights depends upon factors including residency, RinkWare's role, statutory applicability, and exemptions.

26. VENUE-CONTROLLED PRIVACY REQUESTS

If RinkWare processes personal information solely on behalf of a Venue, RinkWare may not have authority to independently fulfill a request concerning that information. In such cases, the individual should contact the Venue. RinkWare will reasonably assist Venue Customers in responding to applicable privacy requests as required by law and contractual obligations.

27. INTERNATIONAL USERS

RinkWare is based in the United States. If the Services are accessed from another country, information may be processed in the United States or other jurisdictions where RinkWare or its service providers operate. Different jurisdictions may have different privacy laws. Venue Customers operating outside the United States are responsible for determining additional requirements applicable to their own collection and use of personal information.

28. EMAIL AND COMMUNICATION PREFERENCES

Transactional communications necessary to fulfill bookings, purchases, security notices, account administration, or other requested Services may be sent even when a recipient has opted out of promotional communications. Recipients may opt out of RinkWare-controlled promotional email using the unsubscribe mechanism provided in the communication where applicable. Marketing messages sent independently by a Venue are the responsibility of that Venue.

29. LINKS AND THIRD-PARTY WEBSITES

The Services may contain links to third-party websites. RinkWare is not responsible for the privacy practices of independent third parties. Users should review the privacy policies of third-party services they access.

30. CHANGES TO THIS PRIVACY POLICY

RinkWare may update this Privacy Policy periodically to reflect changes in the Services, legal requirements, or privacy practices. The "Last Updated" date will identify the latest version. When changes are material, RinkWare may provide additional notice where appropriate or legally required.

31. CONTACT RINKWARE

Questions concerning this Privacy Policy or RinkWare's privacy practices may be directed to:

RinkWare LLC
26400 Kuykendahl Rd, Ste C180
The Woodlands, TX 77375
United States

Privacy and Legal: legal@rinkware.com
Telephone: 1-800-590-4193