WHO WE ARE

Our website address is: www.pickleteo.com. NW Recreation LLC dba Pickleteo Paddle Club operates a pickleball facility offering memberships, court reservations, and special events. To manage bookings, payments, and scheduling, we use a third-party service called **CourtReserve**. Use of CourtReserve is subject to its own Privacy Policy, which governs how your data is collected, used, and secured on their platform.

Please note that we do not control CourtReserve's data handling practices and are not liable for any issues related to their system, including breaches or data misuse. For concerns or inquiries related to data handled by CourtReserve, you should contact them directly.

DATA WE COLLECT

We may collect the following types of data when you interact with our website or services:

- **Personal Information:** Such as name, email address, phone number, and other contact details you provide during registration or communication.
- **Transactional Information:** Including membership details, payment confirmations, and booking records via CourtReserve.
- **Technical & Usage Data:** IP addresses, browser information, pages visited, and related analytics used to enhance website performance.
- **Cookies & Tracking:** Cookies may be used to store user preferences and improve your browsing experience. (See "Cookies" below for more information.)

HOW WE USE YOUR DATA

We utilize collected data to:

- Administer memberships, reservations, and hosted events
- Process payments via the CourtReserve platform
- Send service notifications and (with consent) promotional updates
- Improve the performance and usability of our site and services
- Comply with legal, safety, and administrative obligations

We do not sell personal data to third parties for marketing. Consent and data collected for SMS/text messaging purposes will not be shared with third parties, except those directly involved in message delivery.

CourtReserve may collect and manage data independently under its own Privacy Policy. Please consult their policy to understand how your information is used within their platform.

DATA RETENTION

We retain your personal data only as long as necessary for service delivery and legal compliance. User profiles and comments may be stored indefinitely unless you request their removal. Payment and transaction data are maintained for recordkeeping, tax, and operational reasons. Cookie and analytics retention is based on your browser settings and expiration settings. CourtReserve may separately retain transactional data per their own policy.

YOUR RIGHTS

As a user, you have the right to: Request a copy of your personal data we've collected; Ask for deletion of personal data (unless retention is required for legal or security purposes); Opt out of promotional emails or SMS messages

For deletion of data managed by CourtReserve, please contact them directly.

DATA SHARING

If you initiate a password reset, your IP address may be included in the reset email for security purposes. We do not share mobile information or user data with third parties for advertising or promotional use. Text messaging opt-in data will never be sold or disclosed to outside parties beyond the necessary service providers.

COOKIES

If you prefer not to allow the use of cookies, you can adjust your browser settings to block them or alert you when they're being used. Please be aware that disabling cookies may impact the functionality or accessibility of certain parts of our website or services.

COMMUNICATION PREFERENCES

By providing your email address or phone number (including mobile numbers), you consent to receive communications from us, which may include emails, SMS or text messages, and prerecorded messages delivered via automated systems. If you no longer wish to receive these types of communications (excluding essential service-related messages), you can

opt out at any time by: Updating your preferences in your account settings; Using the unsubscribe link provided in our messages (when applicable); or Contacting us at info@pickleteo.com.

Please note that it may take up to 10 business days to process your request. Even after opting out, you may continue to receive important notifications related to your account or our services, such as updates on your registration, membership, facility usage, and policy changes.

THIRD-PARTY LINKS & SERVICES

Our website may contain links to third-party services such as CourtReserve. We do not control those sites' privacy practices and recommend you review their privacy policies before sharing personal information.

SECURITY

We employ standard security protocols to protect your information. However, no online platform is completely secure. Please practice safe browsing and report any security issues to info@pickleteo.com.

POLICY CHANGES

We may revise this Privacy Policy periodically. Updated versions will be posted on this page with a new "Effective Date." Continued use of our services indicates your acceptance of these updates. For any privacy-related questions, contact us at info@pickleteo.com.

MEDIA UPLOADS

If you upload images to our site, we recommend removing location metadata (EXIF GPS). Visitors may be able to extract location details from uploaded files.