

Elevate365 Hockey

Privacy Policy & SMS Communication Policy

Effective Date: [Insert Date]

Introduction

Elevate365 Hockey (“Elevate365,” “we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information. This policy explains how we collect, use, and protect information when individuals communicate with us through our business phone number, website, registration forms, and SMS text messaging services. This policy applies to athletes, parents/guardians, customers, and visitors interacting with Elevate365 Hockey.

Information We Collect

When you contact Elevate365 Hockey or register for programs, we may collect the following information:

- Name of athlete and/or parent/guardian
- Phone number
- Email address
- Program registration details
- Communication history through phone or SMS
- Any additional information voluntarily provided

This information may be collected through program registration forms, website contact forms, SMS opt-in forms, phone calls or text message conversations, and in-person registration or events.

How We Use Your Information

We use collected information to communicate about hockey programs, camps, and training sessions; provide schedule updates or reminders; respond to customer service inquiries; send program announcements or relevant opportunities; and improve our services and athlete experience. We do not sell or rent personal information to third parties.

SMS Text Messaging Policy

By providing your phone number and opting in to receive text messages from Elevate365 Hockey, you consent to receive SMS communications related to program registrations, schedule updates or changes, training reminders, customer support communications, and occasional program announcements or promotional updates. Message frequency may vary. Standard message and data rates may apply depending on your mobile carrier.

Consent to Receive Text Messages

Elevate365 Hockey complies with the Telephone Consumer Protection Act (TCPA) and applicable Minnesota telecommunication laws. Before sending promotional text messages, we obtain prior express consent from the recipient. Consent may be provided by checking an opt-in box during registration, completing an online or paper form, texting a keyword to opt-in, or providing written or

electronic consent. Providing your phone number does not require you to purchase services, and consent may be withdrawn at any time.

Opt-Out Instructions

You may opt out of SMS communications at any time by replying STOP. After opting out, you will receive one confirmation message and no further texts will be sent unless you opt in again. You may reply HELP for assistance or contact us directly.

Communication Hours

Elevate365 Hockey sends text communications in accordance with federal and Minnesota telecommunication regulations. Messages will generally be sent between 8:00 AM and 9:00 PM (recipient's local time) unless related to urgent program updates or safety notifications.

Information Sharing

We do not share, sell, or distribute phone numbers or personal information to third parties for marketing purposes. Information may only be shared with trusted service providers necessary to operate our services, such as SMS messaging platforms, registration or scheduling software, and website hosting providers. These providers are required to maintain confidentiality and data security.

Data Security

Elevate365 Hockey uses reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, misuse, or disclosure. However, no method of electronic transmission or storage is completely secure.

Children's Privacy

Because Elevate365 Hockey serves youth athletes, most communications are directed to parents or legal guardians responsible for registration and program participation. We do not knowingly collect personal information directly from children under 13 without parental consent.

Access or Removal of Your Information

You may request to update your contact information, remove your phone number from SMS communications, or request deletion of stored contact information by contacting us.

Contact Information

Elevate365 Hockey
Phone: [Business Phone Number]
Email: [Business Email]
Location: Minnesota, United States

Policy Updates

Elevate365 Hockey may update this policy periodically. Updates will be posted on our website with the revised effective date.