

Privacy Practices Policy for Facility Reservation (established 11/25*)

Springbrook is committed to protecting your privacy. This Privacy Practices Policy explains how we collect, use, store, and protect the information you provide when reserving our facility through our online reservation system.

- **Information We Collect**
 - When you complete the reservation form, we may collect the following information:
 - Full name
 - Email address
 - Phone number
 - Mailing address
 - Date and time of reservation
 - Purpose of use
 - Credit card or payment information (processed via Stripe)
 - We may also collect device/browser information for security or analytics purposes (e.g., IP address, browser type, date/time of access).
- **How We Use Your Information**
 - We use the information you provide to:
 - Process your reservation and hold your booking
 - Communicate with you about your reservation
 - Place and release pre-authorization credit card hold for potential damages
 - Conduct post-use follow-ups or inspections
 - Maintain internal records and comply with legal obligations
 - Improve our services and user experience
- **Payment Information and Security**
 - We use Stripe, a PCI certified third-party payment processor, to handle all payment transactions securely.
 - We do not store or transmit your full credit card number or CVV.
 - We are unable to see full credit card numbers
- Stripe's privacy and security practices can be reviewed at:
<https://stripe.com/privacy>

- **How We Protect Your Data**
 - We take appropriate administrative, technical, and physical security measures to protect your information, including:
 - SSL encryption for data in transit
 - Access controls to limit who can view your data
 - Secure data storage and limited data retention
 - Engaged certified and reputable vendors to ensure secure and compliant data handling

- **Information Sharing**
 - We do not sell, rent, or trade your personal information. We may share your data only in the following limited circumstances:
 - With service providers (e.g., Stripe) as needed to process transactions
 - If required by law, subpoena, or legal process
 - To investigate or prevent suspected fraud or abuse

- **Your Rights and Choices**
 - You may request to:
 - Access or correct your personal information
 - Withdraw consent to future communications
 - Request deletion of your data (subject to legal/recordkeeping exceptions)

 - To do so, please contact us at FECreservations@springbrookny.org.

- **Data Retention**
 - We retain reservation-related information for as long as necessary to fulfill the purpose of collection and comply with legal, regulatory, or internal policy requirements.

- **Changes to This Policy**
 - We may update this Privacy Practices Policy from time to time. Any changes will be posted on our website with an updated effective date.

- **Contact Us**
 - If you have any questions about this Privacy Practices Policy or how your information is handled, please contact:
Springbrook
105 Campus Drive
Oneonta, NY 13820
Phone: 607.286.7171 ext. 271
FECreservations@springbrookny.org