

Panoramic Pickleball Academy LLC Privacy/Legal Policy

At Panoramic Pickleball Academy LLC (PPA), we prioritize your privacy and are committed to safeguarding your personal data. This policy outlines how we collect, use, and protect your information. We are a Texas, USA corporation and our servers are located in the USA. We value transparency in our data practices and aim to provide you with clear and concise information about your rights and our obligations.

1. Personal Data

Personal Information: If you are not a registered client on our site or a PanPic Member, there is no personal information we can retain or view regarding yourself.

When you register on our website (<https://panpickle.academy>) or on our membership and court/event scheduling site (<https://panpickle.pickleplanner.com>), we collect personal data such as your name, home address, phone number, email address, and DUPR (Dynamic Universal Pickleball Rating) rating.

You can view, edit, or delete your personal information at any time (*except changing your username*). Our website administrators can also see and edit this information.

SMS/Text Messaging: We may share your personal data with third-party service providers who assist in delivering SMS services, including platform providers and phone companies. These parties are restricted from using your data for any purpose unrelated to providing the SMS service. Please note that standard text message rates may apply based on your mobile carrier's plan. SMS services are also subject to our Mobile Messaging Terms & Conditions https://panpickle.academy/sms_policy/.

Comments: If you leave comments on our website we collect the data shown in the comment form, and also the IP address and browser user agent string to help spam detection.

Contact Form: Information submitted through the contact form on our site is sent to our company email, hosted by Google. Google Privacy Policy: <https://policies.google.com/privacy>

Purchase Data: We store information about the purchases of our services/products you make on our websites.

Payment Information: Your payment details, including credit/debit card or ACH information, are processed securely by our third-party payment processor (Square). We do not store or have direct access to your payment information. Square's privacy policy is located at <https://squareup.com/us/en/legal/general/privacy-no-account>.

Embedded Content: Pages on our site may include embedded content, such as YouTube videos or Facebook/Instagram posts. Embedded content from other websites behaves in the exact same way as if you visited the other website. These companies have their own cookie and privacy policies over which we have no control. They may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website. We do not install cookies from nor send your IP to these third-party servers unless you consent to it.

Third Party Websites: We may post links to third party websites. These third party websites are not screened for privacy or security compliance by PPA, and you release us from any liability for the conduct of these third party websites. All social media sharing links, either displayed as text links or social media icons do not connect you to any of the associated third parties unless you explicitly click on them. Please be aware that this Privacy Policy, and any other policies in place, in addition to any amendments, does not create rights enforceable by third parties or require disclosure of any personal information relating to members of the Service or Site. PPA bears no responsibility for the information collected or used by any advertiser or third party website. Please review the privacy policy and terms of service for each site you visit through third party links.

2. Cookies

Our sites use cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences and store information for things like shopping carts. Cookies generally exist to make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser.

3. Purpose of Data Collection

The data we collect is essential for communication, services provision, and enhancing your membership experience. These submissions are only kept for customer service and our own marketing purposes. We do not sell or share your data, they are never used for marketing purposes or shared with third parties. We may share your information only to comply with legal obligations, prevent fraud, or protect public safety.

We collect your data for the following purposes:

- Confirming registrations and bookings.
- Sending class, tournament, event reminders and notifications.
- Informing you of new services or offerings that may interest you.
- Responding to your inquiries and providing customer support.
- Personalizing and enhancing your experience at our facility.

4. Your Privacy Rights

We retain your data until (if) you tell us to remove it. You have the right to access, update or request the deletion of your personal data at any time. This does not include any data we are obliged to keep for administrative, legal, or security purposes. If you wish that all of your data is erased, we will no longer be able to offer any support or other product-related services to you. To exercise these rights or for any privacy-related questions or concerns, email panpickle.academy@gmail.com or send a request to Panoramic Pickleball Academy LLC, 25603 Red Brangus Road, Spicewood, TX 78669.

5. Compliance and Security Measures

We comply with all applicable data privacy laws, including GDPR, and employ stringent security measures such as encryption and tiered-access controls to protect your data. We regularly review and update our security practices to ensure ongoing data protection.

6. General Disclaimer

Although we attempt to provide accurate information on the Site, PPA assumes no responsibility for the accuracy of the information. PPA may change the products, documents or services mentioned at any time without notice. Mention of non-PPA products or services is for information purposes only and constitutes neither an endorsement nor a recommendation.

PANORAMIC PICKLEBALL ACADEMY LLC AND ITS SUPPLIERS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR REVENUES, COSTS OF REPLACEMENT GOODS, LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS SITE OR ANY PPA PRODUCT OR SERVICE, DAMAGES RESULTING FROM USE OF OR RELIANCE ON THE INFORMATION PRESENT, EVEN IF PPA OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

7. Copyright

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6. Policy Updates

This Privacy/Legal Policy was last updated on May 1, 2026. We may revise this policy from time to time, and any changes will be posted with the updated date.