

## **Privacy Policy – Stephens Family YMCA Mobile App**

### **Last Updated: June 10, 2026**

The Stephens Family YMCA is committed to protecting your privacy and safeguarding your personal information. This Privacy Policy explains how information is collected, used, disclosed, and protected when you use the Stephens Family YMCA Mobile App and related services.

By using our App, you agree to the collection and use of information as described in this Privacy Policy.

### **Information We Collect**

We may collect several types of information from and about users of the App.

### **Categories of Data We Collect**

#### **Contact Information**

- Name
- Email address
- Phone number
- Mailing address

#### **Membership Information**

- Membership status
- Account information
- Program registrations
- Check-in history
- Participation records

#### **Payment Information**

- Payment methods on file
- Transaction history

**Note:** Payment information is processed securely through trusted third-party payment processors. The Stephens Family YMCA does not store complete credit or debit card numbers.

## **Usage Data**

- Features accessed within the App
- Class schedules viewed
- Program registrations
- App interactions and activity

## **Device Information**

- Device type
- Operating system
- App version
- Mobile device identifiers
- Push notification preferences

## **Health and Fitness Data**

If enabled by the user, the App may collect activity metrics, fitness information, wellness data, or information shared through device health and fitness services.

## **Customer Service Communications**

- Support requests
- Feedback submissions
- Survey responses
- Communications with YMCA staff

## **IP Addresses and Technical Information**

When you access the App or our website, certain information may be collected automatically, including:

- IP address
- Browser type
- Internet service provider
- Referring and exit pages
- Date and time of access

This information helps us analyze trends, administer services, monitor usage, and improve user experience.

## **How We Use Your Information**

We use information collected through the App to:

- Manage memberships and accounts
- Process payments and transactions
- Provide digital membership access and check-ins

- Register members for programs, classes, and events
- Respond to inquiries and customer service requests
- Communicate important membership updates
- Send newsletters, promotional communications, fundraising information, and YMCA updates
- Improve App functionality and YMCA services
- Analyze usage trends and member engagement
- Protect the security and integrity of our systems
- Comply with legal obligations

You may opt out of marketing communications at any time by clicking the unsubscribe link included in communications or by contacting us directly.

### **HealthKit and Health Data**

If you choose to connect the App with Apple HealthKit or other health and fitness services, health and fitness information may be accessed solely to provide App functionality and improve your member experience.

Health and fitness data collected through Apple HealthKit is not used for advertising purposes, marketing by third parties, or sold to any third party.

You may manage or revoke health data permissions at any time through your device settings.

### **Cookies and Similar Technologies**

The App and related websites may use cookies and similar technologies to:

- Remember user preferences
- Improve App performance
- Maintain secure sessions
- Analyze traffic and usage patterns
- Improve user experience

Cookies are small text files stored on your device. Most devices and browsers allow you to manage cookie settings.

### **Push Notifications**

If you choose to receive push notifications, we may send notifications regarding:

- Facility closures or schedule changes
- Program reminders and updates
- Account notifications

- YMCA news and announcements
- Community events and fundraising opportunities

You may disable push notifications at any time through your device settings.

### **Surveys and Feedback**

From time to time, we may invite members to participate in surveys or provide feedback regarding YMCA programs and services.

Participation is voluntary. Survey responses may be collected directly by the YMCA or by trusted third-party providers. Individual responses remain confidential, although aggregated and non-identifiable information may be used to improve services and member experiences.

### **Sharing and Disclosure of Information**

The Stephens Family YMCA does not sell, rent, trade, or license your personal information to advertisers, data brokers, or other third parties. We may share information only in the following circumstances:

#### **Service Providers**

We may share information with trusted service providers who assist in operating the App and delivering YMCA services, including:

- Daxko and membership management providers
- Payment processors
- Technology service providers
- Communication platforms
- Analytics providers

These providers are contractually required to maintain appropriate confidentiality and security safeguards and may only use information to provide services on our behalf.

#### **Legal Requirements**

We may disclose personal information if required by law or when we reasonably believe disclosure is necessary to:

- Comply with legal obligations
- Respond to lawful requests
- Enforce YMCA policies
- Protect the rights, safety, and property of the YMCA, our members, staff, or others

#### **Collections Activities**

If payment obligations are not fulfilled, account information may be shared with authorized collection agencies for collection purposes.

### **Aggregated Information**

We may use and share aggregated or de-identified information that cannot reasonably identify an individual for reporting, research, analytics, or service improvement purposes.

### **Data Security**

We take reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, disclosure, alteration, or destruction.

While we strive to use industry-standard security measures, no method of electronic transmission or storage is completely secure. Therefore, we cannot guarantee absolute security.

### **Data Retention and Deletion Requests**

We retain personal information only for as long as necessary to provide services, comply with legal obligations, resolve disputes, and enforce agreements.

You may request access to, correction of, or deletion of your personal information by contacting the Stephens Family YMCA at [info@ccymca.net](mailto:info@ccymca.net).

Please note that certain information may be retained as required by law, for legitimate business purposes, transaction records, membership history, accounting requirements, security purposes, or backup and disaster recovery processes.

### **Children's Privacy**

The App is intended for YMCA members and authorized users.

We do not knowingly collect personal information from children under the age of 13 without parental or guardian consent and in accordance with applicable law.

Users between the ages of 13 and 18 should use the App under the supervision and authorization of a parent or guardian.

Parents or guardians who believe their child has provided personal information without appropriate consent may contact us to request review or removal of such information.

### **Third-Party Links**

The App may contain links to third-party websites or services. This Privacy Policy applies only to information collected by the Stephens Family YMCA.

We are not responsible for the privacy practices, content, or security of third-party websites or services.

## **Accessing and Updating Your Information**

Members may:

- Review and update account information through the App
- Update payment methods
- Request corrections to personal information
- Contact the YMCA regarding privacy-related requests

We encourage members to keep account information current and accurate.

## **Changes to This Privacy Policy**

We may update this Privacy Policy periodically to reflect operational, legal, technological, or regulatory changes.

Any updates will be posted within the App and/or on our website. The "Last Updated" date at the top of this policy will indicate when revisions were made.

Continued use of the App following the posting of changes constitutes acceptance of the revised Privacy Policy.

## **Contact Us**

If you have questions about this Privacy Policy or our privacy practices, please contact us:

### **Stephens Family YMCA**

2501 Fields South Drive

Champaign, IL 61822

Phone: 217-359-9622

Email: [info@ccymca.net](mailto:info@ccymca.net)