TEAM BOX OFFICE

PRIVACY POLICY

Last Updated: **November 4, 2026**

1 Introduction

> Welcome to Team Box Office (“we,” “us,” or “our”). We provide digital ticketing services for high school athletic events, arts, and activities. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website, use our mobile application, or purchase digital tickets. By using our service, you agree to the terms of this Privacy Policy.

2 Information We Collect

We collect information that you voluntarily provide to us when purchasing a ticket, creating an account, or signing up for communications:

- **Personal Identifiers:** Name, email address, billing address, and phone number.
- **Transaction Information:** Details about the digital tickets purchased, event names, schools attended, and order totals.
- **Payment Data:** All payment processing is securely handled by our third-party payment provider (e.g., Stripe). We do not store full credit card numbers or CVV codes on our servers.
- **Text & Communications Data:** If you opt into our marketing programs, we collect your phone number, consent history, opt-in timestamps, and messaging logs.

3 Student Data and Minor Privacy (COPPA & FERPA)

- **Children Under 13:** Our services are intended for general audiences (parents, fans, adults) and are not directed at children under the age of 13. We do not knowingly collect personal information from children under 13 without verifiable parental consent in strict accordance with the Children’s Online Privacy Protection Act (COPPA).
- **School Compliance (FERPA):** To the extent that Team Box Office interacts with or processes student rosters, student ID verifications, or student activity data on behalf of participating high schools, we comply with the Family Educational Rights and Privacy Act (FERPA). We treat school-provided student data as confidential and do not use it for commercial profiling or behavioral marketing.

4 California Student Privacy Notice (SOPIPA & Ed Code 49073.1)

In compliance with California's Student Online Personal Information Protection Act (SOPIPA) and California Education Code 49073.1, Team Box Office acts as a trusted third-party service provider to California educational institutions.

- **No Marketing or Profiling:** We are strictly prohibited from using student data to target students with behavioral advertising, and we do not build student profiles for non-educational purposes.
- **No Selling Data:** We do not sell or rent student data under any circumstances.
- **School Ownership:** All student records and data remain the property of, and under the control of, the respective School District.

5 California Consumer Privacy Rights (CCPA / CPRA)

If you are a California resident, you have specific rights regarding your personal information under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA):

- **Right to Know and Access:** You may request details about the categories and specific pieces of personal information we collect, use, and disclose.
- **Right to Delete and Correct:** You may request that we delete or correct inaccuracies in your personal data.
- **Right to Opt-Out of Sale or Sharing:** Team Box Office does not sell your personal data or share it for cross-context behavioral advertising.
- **Non-Discrimination:** We will not discriminate against you for exercising any of your CCPA/CPRA rights.
- To exercise these rights, please submit a verifiable request to **tickets@scorebooklive.com**.

6 California Minor Data Erasure ("Eraser Button")

If you are a registered user of our services under the age of 18 and reside in California, you have the right to request the removal of content or information you have posted to our platform. Please contact us at **tickets@scorebooklive.com** with the subject line "California Minor Data Removal" to execute this request. Note that this removal does not ensure complete or comprehensive removal of the content from all internet archives if cached by third parties.

7 How We Use Your Information

We use your information to operate our business, including:

- Delivering digital tickets via email or SMS.
- Processing transactions and sending order confirmations.

- Providing customer support and event updates (e.g., cancellations or time changes).
- Sending automated marketing text messages or emails regarding upcoming games, season passes, or promotional offers, only if you have provided prior express written consent.

8 Sharing and Disclosure of Information

We do not sell, rent, or lease your personal information to third parties. We share information only with:

- **The Hosting Schools/Districts:** The specific high school or school district hosting the event you are attending receives the attendance roster and transaction details for accounting and safety purposes.
- **Service Providers:** Trusted vendors who assist us with payment processing, data analytics, and SMS/email delivery. These providers are contractually bound to protect your data.
- **SMS Subscriptions:** Mobile opt-in data and consent history specifically collected for text messaging marketing will not be shared, sold, or leaked to any third parties for their own marketing purposes.

9 Your Choices & Text Messaging (TCPA) Rights

- **Marketing Text Messages:** If you choose to opt into our automated text program, you may opt out at any time by replying STOP to any text message.
- **Email Marketing:** You can opt out of marketing emails by clicking the “Unsubscribe” link at the bottom of any email.

10 Contact Us

Questions about this Privacy Policy? Reach us anytime.

tickets@scorebooklive.com