

PRIVACY POLICY OF FRANCO'S ATHLETIC CLUB, LLC

Publication date: July 25, 2025

Introduction

Franco's Athletic Club, LLC ("FAC," "we," "us," or "our") respects the privacy of our members and is committed to protecting the personal information we collect through the Franco's Athletic Club mobile application ("App"). This Privacy Policy explains how we collect, use, share, and protect your information and outlines your rights related to that information.

1. Information We Collect

When you use the FAC App, we may collect the following types of information:

- Personal Information: Name, email address, mobile phone number, mailing address, and information about your dependents (if applicable).
- Payment Information: Credit card or debit card details used to process payments.
- Account Information: Login credentials, password, and membership profile changes (e.g., billing info, contact details).
- Device Information: Technical data about the device and operating system used to access the app.
- Location Data: FAC does not currently collect GPS or location data, but may do so in the future to enhance app functionality.
- Usage and Analytics Information: Interaction with app features, including pages viewed and usage frequency.

2. How We Use Your Information

We use your data to provide and improve the services offered through the App, including:

- Managing member accounts and profiles
- Scheduling and reserving classes, programs, clinics, or facilities
- Processing and managing payments
- Sending notifications about your account, schedule, or club updates
- Performing internal analytics to improve member experience and club operations
- Providing customer support and responding to inquiries

3. Sharing Your Information

We may share your information with trusted third-party service providers for the following purposes:

- Club Management System: To manage reservations, billing, and account details

- Payment Processors: To securely process credit or debit card payments
- CRM and Communications Platforms: To send account-related communications and promotional updates
- Analytics Providers: To analyze app usage and improve business operations and marketing efforts

These third parties are authorized to use your personal information only as necessary to provide these services on our behalf and are obligated to protect your information.

4. Data Retention and User Rights

- You may access, update, or delete your personal information at any time via the App or by contacting us at businessoffice@myfrancos.com.
- Upon request, we will delete your data unless retention is required by law or for legitimate business purposes (e.g., billing history).
- We retain usage data only as long as necessary to fulfill the purposes outlined in this policy.

5. Children's Privacy

The FAC App is not directed toward children under the age of 13, and we do not knowingly collect information from children without verified parental consent.

6. Health Information

FAC does not collect health or fitness data and is not subject to HIPAA (Health Insurance Portability and Accountability Act) requirements.

7. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your personal information. However, no system is completely secure, and we cannot guarantee absolute security of your data.

8. Third-Party Tools and APIs

The App integrates with third-party APIs and tools, which may include:

- Payment processing tools
- Analytics and business intelligence platforms
- Marketing and customer communication tools

These services may collect data about your interactions with the App to support business operations and enhance the user experience.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted in the App and, where appropriate, you will be notified. Continued use of the App after changes are posted constitutes your acceptance of those changes.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or your data, please contact us at:

Franco's Athletic Club, LLC

100 Bon Temps Roule

Mandeville, LA 70471

Email: businessoffice@myfrancos.com