

## PRIVACY POLICY — ORLANDO EVENT VENUE

Effective Date: January 6, 2026

Privacy Policy URL: <https://orlandoeventvenue.org/privacy-policy>

This Privacy Policy explains how Orlando Event Venue (“OrlandoEventVenue,” “we,” “us,” “our”) collects, uses, and discloses information when you visit our website, submit forms, request information, book the venue, or communicate with us (collectively, the “Services”).

### 1) INFORMATION WE COLLECT

#### A. Information you provide

- Contact information: name, email address, phone number.
- Inquiry details: subject and message content you submit through forms.
- Booking details: event type, event date/time, guest count, add-ons, and other information needed to provide the venue service.
- Message consent choices: your selections related to transactional and/or marketing SMS.

#### B. Information collected automatically

- Device and usage data such as browser type, pages viewed, and basic analytics used to operate and improve the Services.
- Cookies or similar technologies used for site functionality and performance (you can manage cookies in your browser settings).

#### C. Payments

Payments are processed through our payment processor(s). We do not store full payment card numbers. Payment processors may collect and process payment information under their own policies.

### 2) HOW WE USE INFORMATION

We use information to:

- Respond to inquiries and provide customer support.
- Provide booking services, confirmations, reminders, and important updates.
- Operate, maintain, and improve the Services.
- Prevent fraud, protect our operations, and enforce our policies.
- Send marketing or promotional messages only if you have provided consent.

### 3) TEXT MESSAGING (SMS) & MOBILE INFORMATION

If you provide a mobile number and opt in, you may receive SMS messages from OrlandoEventVenue.

#### REQUIRED SMS DISCLOSURE:

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such as customer service is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

In addition:

Text messaging originator opt-in data and consent will not be shared with any third parties, except for aggregators and providers of the Text Message services.

Opt-out:

You can opt out of SMS at any time by replying STOP. For help, reply HELP. Message frequency may vary. Message & data rates may apply.

#### 4) HOW WE DISCLOSE INFORMATION

We disclose information only as needed to provide the Services, including:

- Service providers that help us operate the website, process payments, send emails/SMS, provide hosting, analytics, and customer support.
- Legal and safety reasons, if required to comply with law, protect rights, or prevent fraud.

#### IMPORTANT DISCLAIMER FOR SMS CONSENT DATA:

All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties, excluding aggregators and providers of the Text Message services.

#### 5) YOUR CHOICES

- Email: You may unsubscribe from non-essential marketing emails by using the unsubscribe link (if provided) or contacting us.
- SMS: You may opt out by replying STOP. Transactional messages may still be sent when necessary for requested services where permitted.
- Cookies: You can control cookies via your browser settings.

#### 6) DATA RETENTION

We retain information for as long as needed to provide the Services, maintain records, comply with legal obligations, resolve disputes, and enforce our policies.

#### 7) SECURITY

We use reasonable administrative, technical, and physical safeguards designed to protect information. No method of transmission or storage is completely secure.

#### 8) CHILDREN'S PRIVACY

The Services are not intended for children under 13, and we do not knowingly collect information from children under 13.

#### 9) CHANGES TO THIS POLICY

We may update this Policy from time to time. The "Effective Date" above indicates when this Policy was last updated. Continued use of the Services after changes means you accept the updated Policy.

## 10) CONTACT US

If you have questions about this Priv

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