



# Privacy Policy

Version 2.0 · Effective August 2026 · Supersedes July 2026

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River City Event Rentals LLC ("we," "us," or "our") respects your privacy. This Privacy Policy explains what information we collect, how we use it, and the choices you have when you visit our website or book a rental with us.

## Information We Collect

- Contact information: your name, email address, phone number, and event address.
- Booking details: event date, rental items, delivery location, site details, and special requests.
- Payment information, processed securely through our booking platform, Booqable, and its payment processor.
- Rental records: signed agreements, delivery and pickup notes, and setup and condition photographs of equipment.
- Website usage information, such as pages visited and general device or browser data, collected through standard analytics.

## How We Use Your Information

- Process and confirm reservations, deposits, and payments.
- Communicate with you about your booking, delivery, and pickup.
- Respond to questions and provide customer support.
- Maintain rental, safety, and equipment condition records.
- Improve our website, inventory, and services.
- Send occasional promotions or updates, which you may opt out of at any time.

## Text Messages

If you provide a mobile number, we may send you text messages about your booking — delivery windows, crew arrival, pickup timing, balance reminders, and weather notices. These are service messages related to your rental.

We send promotional text messages only if you have separately agreed to receive them. You can stop any text messages by replying STOP, or by contacting us. Message and data rates may apply. Opting out of promotional messages does not stop service messages about an active booking.

## Booking & Payment Processing

Reservations and payments are processed through Booqable, our third-party booking and checkout platform. Booqable and its payment processor handle payment information directly and maintain their own privacy and security practices. We do not store your full payment card details on our own systems.

## Cookies & Website Data

Our website may use cookies or similar technologies to help the site function and to understand how visitors use it. You can adjust your browser settings to limit or block cookies, though some features may not work as intended.

## Photographs

We photograph rental equipment and completed setups for quality, safety, and documentation purposes, and we may use those images in our marketing. We do not photograph or record guests, participants, or children. Equipment photographs are taken before guests arrive or after the area is clear, and if a person appears in frame the photograph is retaken or deleted.

If an injury, damage, or safety incident occurs, we may record what is necessary for our records, our insurer, and any resulting claim. Those images are internal records only and are never published or used in marketing. Email [orders@rivercitysatx.com](mailto:orders@rivercitysatx.com) before your rental date if you prefer no photographs at your event.

## Information Sharing

We do not sell your personal information. We share it only with:

- Service providers who help us operate, including Booqable, our payment processor, our website host, and our messaging provider.
- Delivery and setup personnel, as needed to complete your rental.
- Our insurers or legal advisors, where necessary in connection with a claim or incident.
- Government or legal authorities, where required by law.

## How Long We Keep Information

We keep booking and contact records for as long as needed to run our business and meet tax, accounting, and legal requirements. Signed rental agreements, incident records, and equipment condition photographs are retained longer, because they may be needed if a claim arises after your event.

## Data Security

We take reasonable measures to protect the information we collect. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

## Children's Privacy

Our website and booking services are intended for adults booking rentals for events. We do not knowingly collect personal information directly from children. If you believe a child has provided us information, contact us and we will delete it.

## Your Choices

You may opt out of promotional emails using the unsubscribe link in those emails, and out of promotional texts by replying STOP. You may ask us to review, correct, or delete the contact information we hold about you by emailing [info@rivercitysatx.com](mailto:info@rivercitysatx.com). We may need to keep certain records where required for legal, tax, or claims purposes.

## Changes to This Policy

We may update this Privacy Policy to reflect changes in our practices. The version and effective date appear at the top of this document.

## Contact Us

River City Event Rentals LLC · San Antonio, Texas

Phone and text: (210) 963-5636

Privacy requests and general enquiries: [info@rivercitysatx.com](mailto:info@rivercitysatx.com)

Bookings and photo opt-outs: [orders@rivercitysatx.com](mailto:orders@rivercitysatx.com) · [rivercitysatx.com](http://rivercitysatx.com)

*We set the stage. You make the memories.*