

Privacy Policy for Little Star

Effective Date: August 27, 2026

At Little Star, we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our facility in Concord, CA, use our website, purchase gift cards, or participate in our programs.

1. Information We Collect

We may collect personal information from you in a variety of ways, including when you visit our site, register for an account, buy a pass or gift card, fill out a waiver, or contact us.

- **Personal Identifiers:** Name, email address, phone number, and postal address.
- **Family Information:** Names and birthdates/ages of children (collected securely via waivers for safety and admission purposes).
- **Financial Data:** Payment card details and billing information (processed securely through our third-party payment processors; we do not store full credit card numbers).
- **Transaction Data:** Details about e-gift card purchases, session bookings, and services you purchase from us.

2. How We Use Your Information

We use the information we collect to provide a safe, fun, and seamless experience. Specifically, we use it to:

- Process bookings, admissions, and gift card transactions.
- Manage liability waivers and ensure facility safety.
- Respond to customer service requests and support needs.
- Send periodic emails regarding updates, special offers, or local events (you can opt out at any time).
- Comply with legal obligations or enforce our terms and conditions.

3. Sharing Your Information

We do not sell, trade, or rent your personal information to third parties. We may share information with trusted partners only to the extent necessary to run our business, including:

- **Service Providers:** Third-party vendors who assist with payment processing, waiver management, online booking, and email delivery.
- **Legal Compliance:** If required by law, to enforce our site policies, or to protect our or others' rights, property, or safety.

4. Security of Your Information

We implement commercial, industry-standard security measures to maintain the safety of your personal information. Online payment transactions are processed through secure, encrypted gateway providers. However, please remember that no method of transmission over the internet or electronic storage is 100% secure.

5. Children's Privacy

Because our facility is designed for young children, we take extra care regarding privacy:

- We only collect information about children (such as names and ages on liability waivers) directly from a parent or legal guardian.
- We do not knowingly collect or solicit personal information directly from children under the age of 13.

6. Your Rights & Choices

- **Opting Out:** You can unsubscribe from marketing emails at any time by clicking the "unsubscribe" link at the bottom of our emails.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Effective Date" at the top of this page. We encourage you to periodically review this policy to stay informed about how we are protecting your information.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our practices, please contact us at Support@LittleStarPlay.com.