

Privacy Policy

Effective Date: October 04, 2025

Last Updated: October 04, 2025

Creek Ranch & Stables ("we," "our," or "us"), respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and protect information you provide when communicating with us, including via SMS text messages.

Information We Collect

We may collect the following types of information when you interact with us:

- Contact Information: such as your name, phone number, and email address.
- Booking & Transaction Details: such as reservations, payments, or related service information.
- Communication History: including text messages, calls, or emails you exchange with us.

We do not collect sensitive personal data unless necessary to fulfill a service you request.

How We Use Your Information

We use your information to:

- Communicate with you about your inquiries, bookings, or customer care.
- Send updates, confirmations, and service-related messages.
- Improve our operations, services, and customer experience.
- Comply with legal obligations and prevent misuse or fraud.

Your information is never shared with third parties for marketing or promotional purposes.

SMS Messaging Terms

By providing your phone number or opting in by texting 'Hello', 'Start', or 'join', you consent to receive text messages from Buck Creek Ranch & Stables at 518-290-7028.

Messages may include:

- Booking confirmations and updates.
- Customer care responses.
- Service reminders or important ranch announcements.

Message Frequency: Messages are sent as needed for customer support or booking updates; frequency may vary.

Message & Data Rates: Message and data rates may apply depending on your carrier and mobile plan.

Opt-Out Instructions: You can opt out of receiving text messages at any time by replying STOP to any message. After opting out, you will receive one final message confirming your unsubscribe request.

Help Instructions: For assistance, reply HELP or contact us directly at 518-290-7028 or Info@ridebuckcreek.com.

Privacy of Mobile Data: Your mobile number and opt-in information are used solely for communication with Buck Creek Ranch & Stables and will never be shared, sold, or distributed to third parties.

Consent: Consent to receive SMS messages is not a condition of purchase.

Data Security

We take reasonable steps to safeguard your personal information from unauthorized access, loss, or misuse. However, no method of data transmission or storage is 100% secure, and we cannot guarantee absolute protection.

Your Choices and Rights

- You can opt out of SMS communications at any time by texting STOP.
- You can request correction or deletion of your information by emailing Info@ridebuckcreek.com.
- You can request a copy of your information that we maintain.

Children's Privacy

Our services are not directed toward children under 13, and we do not knowingly collect personal information from them.

Changes to This Policy

We may update this Privacy Policy periodically. Any updates will be posted on our website with a revised "Last Updated" date.

Contact Us

If you have any questions about this Privacy Policy or how your information is used, please contact:

Buck Creek Ranch & Stables

Phone: 518-290-7028

Email: Info@ridebuckcreek.com