

HomeTown Ticketing Payment Processing Disclaimer

- eStem Public Charter Schools utilizes HomeTown Ticketing for the purpose of all attendees to purchase tickets to all eStem hosted sporting events
- All ticket prices are US currency
Online/Fan App Rates - Fixed rate: \$0.30 Variable rate: 2.9%
Point of Sale Rates - Fixed rate: \$.05 Variable rate: 2.7%
- Customer Service questions can be directed to:
Hometown Ticketing
1-866-488-4849
4305 W Dublin Granville Road
Dublin, OH 43017
support@hometownticketing.com
- eStem Refund policy - There will be no refunds with the exception of an event being canceled due to weather
- Security and Compliance: A cornerstone of HomeTown's ongoing desire to elevate the bar in product and service across the digital ticketing industry is SECURITY AND COMPLIANCE. This philosophy spans from access controls, handling of fan and client data, accessibility compliance and background checks for all of our employees annually. Our security program is forged from industry standard frameworks including the National Institute of Standards and Technology (NIST) publication 800-series, Control Objectives for Information and Related Technologies (COBIT), Center for Internet Security (CIS), PCI Security Standards Council (PCI-DSS), and the Open Web Application Security Project (OWASP), while also taking guidance from external, independent auditors and assessors.
- Terms and conditions of any promotions will be outlined for any special event outside of already regular scheduled sporting events
- This Privacy Policy explains how HomeTown Ticketing, Inc ("HomeTown") collects, uses, maintains and discloses information collected from users (You" or "Your") of our services. HomeTown is located in Columbus, Ohio, USA, but many of our services are provided from our computer network across the world. This privacy applies to the products and services offered by HomeTown, including our websites (Sites"), mobile apps, and our cloud-based ticketing platform (Box Offices"), collectively "Services". This Privacy Policy does not apply when a

customer ("Partner") of our ticketing platform or other branded services provides a Privacy Policy that explicitly covers third-party service providers such as HomeTown.

Personal Information

We may collect personal information from You in a variety of ways, including, but not limited to, when You visit our Sites or Partner Box Offices, register or place an order, fill out a form, and in connection with other activities, features or resources we make available through our Services. You may be asked for, as appropriate, name, email address, mailing address, phone number, and payment card information. In addition, Partners may request further information, which they may control or customize, to assist in fulfilling an order. You may, however, use our Services anonymously. We will collect personal information from You only if You voluntarily submit such information to us. You can always refuse to supply personal information, except that it may prevent You from using many of our Services.

HomeTown does not store full payment card information. This information is handled directly by our credit card processor at Level 4 PCI compliance, using "vault" technology.

Using a HomeTown mobile app for scanning tickets may involve the use of your device's camera to detect barcodes. We do not receive, store, or control images from the camera.

Non-Personal Identification Information

We may collect non-personal identification information about You whenever you interact with our Services. Non-personal identification information may include the browser name, the type of computer and technical information about Your connection to our Services, such as Your IP address, Your device information including the operating system, device type, and/or hardware settings, and the referral URL.

Web Browser Cookies

Our Services use "cookies" to enhance Your experience. Your web browser cookies in memory or a hard disk for record-keeping purposes and sometimes to track information about You. We never use cookies to store sensitive personal information, such as credit cards or passwords.

How We Collect and Use Information

HomeTown may collect and use Your personal information for the following purposes.

To process payments

We may use the information You provide when placing an order to provide service to that order, and, if applicable, to store that information in our secure databases for processing of orders or subscription payments. We do not share this information with outside parties except to the extent necessary to provide the service.

To provide customer service and event support

We use the information You provide to support our partners by making the information available in their event Box Office software for their legitimate business purposes. Partners may use this information to provide support, and may keep a record of communication with You. Partners have access to and control all data as outlined in the below section, Sharing your personal information.

To send e-mails or other notifications

We may use the email address or phone number You may provide to send You information and updates pertaining to any purchase on our platform. We may also send you updates from time to time regarding events that you have purchased tickets to or otherwise subscribed to. Your e-mail address may also be used to respond to your inquiries or other requests.

How We Protect Your Information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, transaction information, and other data stored on our Services.

Sensitive and private data exchange between our Services and Your computer happens over a TLS encrypted communication channel. Our Services also meet or exceed compliance with PCI (Payment Card Industry) Security standards and other industry-standard security policies in order to create as secure of an environment as possible for you.

Sharing Your Personal Information

HomeTown does not sell, trade, or rent Your personal information to others, except where we are offering an event management platform to a Partner and must make this information available to them as part of the Services. Partners may choose to access, download, or store Your personal information for their own customer service service or marketing purposes, and those actions are not covered by this Privacy Policy. In other words, Partners control their own customer data and HomeTown does not disclose this information to other parties. Our Services are designed to to be segmented for each Partner, which means Your personal information is never combined with other personal identification information across our platform for any purpose.

We may process or share generic aggregated demographic information across our platform, that includes non-personal identification information regarding visitors, users, total sales numbers, or other aggregate information with our business partners, trusted affiliates and advertisers.

Children

Our Products are not directed to persons under 13. We do not knowingly collect personally identifiable information from children under 13. If a parent or guardian becomes aware that his or her child has provided us with personal information without such parent or guardian's consent, they should contact us directly at our contact information listed below. If we become aware that a person under the age of 13 has provided us with personal information, we will delete such information from our files.

International Use

We are headquartered in the United States of America. Personal information may be assessed by us or transferred to us in the United States or to our contracted affiliates, partners, merchants, or service providers elsewhere in the world. By providing us with personal information, you consent to this transfer and use of your personal information in accordance with this Privacy Policy. You explicitly acknowledge and consent to the fact that personal information stored or processed in the United States will be subject to the laws of the United States, including the ability of governments, courts or law enforcement or regulatory agencies of the United States to obtain disclosure of your personal information in

accordance with United States law.

For the purposes of European Directive 95/46/EC and applicable national implementing laws in your jurisdiction, with respect to your data, we are a data controller.

Third-Party Content

You may find advertising or other content on our Services that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Sites. These sites and services may have their own privacy policies and customer service policies, which change from time to time. Browsing and interaction on any other website, including websites which have a link or embed to our Sites or Box Offices, is subject to that website's own policies.

Advertising

Ads appearing on our site may be delivered to You by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile non-personal identification information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This privacy policy does not cover the use of cookies by any advertisers.

Some of the ads displayed on our Site may be served by Google. Google's use of the DART cookie enables it to serve ads to You based on their visit to our Site and other sites on the Internet. DART uses non-personal identification information and does not track any personal information about you, such as your name, email address, or physical address. This information is used for "Interest-Based Advertising", which allows advertising systems to show you ads relevant to your interests. You may opt out of the use of the DART cookie by visiting the Google Ads Settings page, or opt out of Interest-Based Advertising from many advertisers across the Web by visiting the NAI Consumer Opt-Out.

Changes to this Privacy Policy

HomeTown may update this privacy policy at any time. When we do, we will

revise the updated date at the top of this page and keep a copy of any prior versions for review. If the updates are significant, we may provide e-mail notification or require our Partner(s) to contact you. We encourage You to check this page any time you make a purchase or interact with our Services to stay informed about how we are helping to protect Your personal information. You acknowledge and agree that it is your responsibility to review this privacy policy periodically during your use of our Services. Your continued use of the Services following the posting of changes to this policy will be deemed your acceptance of those changes.

- **Social Media**

Facebook: <https://www.facebook.com/eStemAthletics>