
ZENNIQ ACADEMY

Privacy Policy

Professional policy document prepared for website, registration, communications, payments, programs, and academy operations.

Last updated: September 15, 2025

This document explains how Zenniq Academy collects, uses, stores, protects, and shares information related to athletes, parents, guardians, families, and visitors.

Zenniq Academy • Katy, Texas, United States

Overview

At Zenniq Academy, we value and respect the privacy of our athletes, parents, guardians, families, and website visitors. This Privacy Policy explains how we collect, use, store, protect, and share information through our website, forms, communications, payments, programs, training activities, and academy-related services.

Important Privacy Notice

By using our website, submitting any form, registering for a program, making a payment, communicating with Zenniq Academy, or allowing a player to participate in academy activities, you acknowledge that you have read and understood this Privacy Policy.

If you are submitting information for a minor, you confirm that you are the parent, legal guardian, or authorized responsible party and that you have legal authority to provide information and consent on behalf of the minor participant.

Zenniq Academy does not knowingly request that children under the age of 13 submit personal information directly without parent or legal guardian involvement.

1 Scope of This Privacy Policy

This Privacy Policy applies to information collected by Zenniq Academy through our website, online forms, registration forms, payment links, email, SMS, WhatsApp, phone calls, social media, academy events, training programs, tournaments, camps, clinics, evaluations, and other academy-related services.

This Privacy Policy should be read together with Zenniq Academy's Terms and Services, waivers, registration forms, payment terms, and any program-specific policies.

If you do not agree with this Privacy Policy, you should not use our website, submit forms, register for programs, make payments, or participate in Zenniq Academy services.

2 Information We Collect

Zenniq Academy may collect information voluntarily provided by parents, legal guardians, adult participants, players, or responsible parties.

This information may include, but is not limited to:

Parent or legal guardian name.

Player or athlete name.

Email address.

Phone number.

Home city, state, ZIP code, or general location.

Player age, date of birth, or age category.

Tennis level, athletic background, goals, and training history.

Program selection, schedule preferences, attendance records, and participation history.

Payment status, invoice details, transaction records, and billing information.

Emergency contact information.

Medical notes voluntarily provided by the parent or legal guardian, such as allergies, injuries, limitations, medications, or conditions relevant to safe participation.

Photos, videos, audio, training footage, tournament footage, testimonials, and academy-related media.

Communications sent through email, SMS, WhatsApp, phone, forms, social media, or other channels.

Website usage information, cookies, IP address, browser type, device information, and analytics data.

3 Information About Minor Participants

Zenniq Academy provides tennis training and development programs that may involve minor participants.

For minor participants, personal information should be provided by the parent, legal guardian, or authorized responsible party.

By submitting information about a minor, the parent or legal guardian authorizes Zenniq Academy to collect, use, and process that information for academy operations, registration, safety, communication, scheduling, payments, training, player development, emergency response, and other legitimate academy purposes.

Zenniq Academy does not knowingly collect personal information directly from children under 13 years of age through the website without parent or legal guardian involvement. If we become aware that information was submitted directly by a child without appropriate parental involvement, we may delete the information or request parental confirmation.

4 How We Use Information

Zenniq Academy may use collected information for the following purposes:

Managing registrations, programs, training groups, camps, clinics, evaluations, and academy services.

Communicating with parents, guardians, players, and responsible parties.

Sending confirmations, reminders, payment notices, schedule updates, weather updates, and academy announcements.

Processing payments, invoices, refunds when applicable, and billing administration.

Providing player development, training structure, coaching support, and academy planning.

Maintaining attendance records, participation history, and program records.

Responding to questions, requests, complaints, emergencies, or operational needs.

Improving our website, services, communication systems, marketing, and academy operations.

Documenting training, tournaments, events, player progress, academy activities, and promotional content.

Protecting the safety, rights, reputation, property, and legal interests of Zenniq Academy, players, families, coaches, and facilities.

Complying with legal, regulatory, insurance, tax, accounting, safety, or administrative obligations.

5 Payment and Billing Information

Zenniq Academy may collect and process payment-related information to manage invoices, program fees, camp fees, clinic fees, private lesson fees, uniforms, deposits, balances, and other academy charges.

Payments may be processed through third-party payment processors, invoicing platforms, banks, or payment services. Zenniq Academy does not control the privacy practices, security systems, or processing rules of third-party payment providers.

Zenniq Academy may keep transaction records, invoice status, payment confirmations, and billing history for business, accounting, tax, legal, operational, and dispute-resolution purposes.

Users are responsible for reviewing the privacy policies and terms of any third-party payment platform used to complete a transaction.

6 Communications, Phone Calls, Email, SMS, and WhatsApp

By providing a phone number, email address, or other contact information, you authorize Zenniq Academy to contact you for administrative, operational, scheduling, payment, emergency, informational, and service-related purposes.

Communications may include class reminders, schedule changes, weather notices, invoice reminders, payment confirmations, program updates, registration follow-ups, tournament information, camp information, academy announcements, and other service-related messages.

Zenniq Academy may communicate through phone calls, email, SMS, WhatsApp, website forms, social media messages, payment platforms, or other official communication channels.

Message and data rates may apply depending on your carrier or service provider.

You may unsubscribe from SMS messages when applicable by replying STOP. You may also contact Zenniq Academy to request communication preference changes.

Even if you opt out of promotional communications, Zenniq Academy may still send important service-related, payment-related, safety-related, emergency, or administrative communications when necessary.

7 Marketing and Promotional Communications

Zenniq Academy may use contact information to send information about academy programs, camps, clinics, evaluations, events, announcements, offers, training opportunities, tournament preparation, or other academy-related services.

Promotional text messages may require separate consent when required by applicable law.

You may opt out of promotional communications by following the instructions included in the message or by contacting Zenniq Academy directly.

Zenniq Academy does not guarantee that opting out of promotional communications will stop necessary administrative, safety, billing, or service-related communications.

8 Photos, Videos, Audio, and Media Content

Zenniq Academy may take, record, publish, and use photos, videos, audio, player images, training footage, tournament footage, group activities, testimonials, performance clips, and academy-related media during training sessions, tournaments, camps, clinics, events, evaluations, and academy-related activities.

This media may be used for educational, promotional, marketing, social media, website, advertising, internal review, player development, documentation, academy branding, and communication purposes.

Media may appear on Zenniq Academy's website, social media platforms, digital advertisements, printed materials, flyers, brochures, presentations, newsletters, email campaigns, training videos, promotional reels, and other academy communication channels.

By registering or allowing participation, the parent, legal guardian, player, or adult participant acknowledges that academy-related media may be collected and used according to Zenniq Academy's Terms and Services and this Privacy Policy.

If a parent or legal guardian does not authorize the use of a minor participant's image, they must submit a written request to Zenniq Academy before participation. Zenniq Academy will make reasonable efforts to honor written media restrictions after receiving them.

Zenniq Academy cannot guarantee removal from group photos, background footage, live event recordings, tournament media, public event footage, third-party content, or content already published before a written request was received.

9 Cookies, Analytics, and Website Tracking

Our website may use cookies, pixels, analytics tools, browser identifiers, and similar technologies to improve user experience, analyze website traffic, measure marketing performance, understand visitor behavior, and improve our services.

Cookies may collect information such as IP address, device type, browser type, pages visited, time spent on the website, referral source, and general interaction data.

You may configure your browser to reject or delete cookies. However, disabling cookies may affect certain website functions, forms, tracking features, or user experience.

Zenniq Academy may use third-party tools such as website builders, analytics platforms, CRM systems, marketing platforms, advertising tools, scheduling tools, forms, or payment platforms that may use their own cookies or tracking technologies.

10 How We Share Information

Zenniq Academy does not sell personal information in the ordinary meaning of selling personal data for direct monetary payment.

Zenniq Academy may share information only when reasonably necessary for academy operations, legal compliance, safety, business administration, or service delivery.

Information may be shared with:

Coaches, staff, contractors, or academy representatives who need the information to provide services.

Payment processors, invoicing platforms, banks, or financial service providers.

Website, CRM, scheduling, form, email, SMS, hosting, analytics, or marketing service providers.

Facilities, schools, venues, or event partners when needed for participation, access, safety, or operations.

Insurance providers, legal advisors, accountants, or professional service providers.

Emergency responders, medical personnel, facility staff, or safety personnel when necessary.

Government authorities, courts, regulators, or law enforcement when required by law or legal process.

Other parties when necessary to protect rights, safety, property, legal interests, or the integrity of academy operations.

11 Third-Party Platforms

Zenniq Academy may use third-party platforms for website hosting, forms, CRM, communications, email, SMS, WhatsApp, scheduling, payments, analytics, social media, advertising, file storage, and business operations.

These third-party platforms may collect, process, or store information according to their own privacy policies and terms.

Zenniq Academy is not responsible for the privacy practices, data security, service interruptions, errors, or policies of third-party platforms.

Users should review the privacy policies of any third-party platforms used to interact with Zenniq Academy.

12 Social Media and Public Platforms

Zenniq Academy may maintain profiles on social media platforms and may publish academy-related content, including training videos, photos, announcements, testimonials, tournament results, and promotional material.

When you interact with Zenniq Academy on social media, your information may also be processed by the applicable social media platform according to its own privacy policy.

Information posted publicly by users on social media, comments, reviews, tags, mentions, or public platforms may be visible to others and is not controlled by Zenniq Academy.

13 Reviews, Testimonials, and Feedback

If you provide a review, testimonial, feedback, comment, message, photo, video, or other content to Zenniq Academy, you authorize Zenniq Academy to use it for business, promotional, marketing, social media, website, reputation management, and academy communication purposes, unless prohibited by law or otherwise agreed in writing.

Zenniq Academy may edit testimonials for length, grammar, formatting, or clarity, provided the meaning is not materially changed.

If a testimonial includes a minor participant, Zenniq Academy may require parent or legal guardian authorization before public use.

14 Data Security

Zenniq Academy implements reasonable administrative, technical, and organizational measures to protect personal information against unauthorized access, loss, misuse, alteration, disclosure, or destruction.

However, no website, internet transmission, email, SMS, payment system, or digital storage method is completely secure.

Zenniq Academy cannot guarantee absolute security of information transmitted through digital platforms, third-party services, or online communications.

Users should avoid sending highly sensitive information through unsecured communication channels unless specifically requested and appropriate safeguards are in place.

15 Data Retention

Zenniq Academy may retain personal information for as long as reasonably necessary to operate programs, manage registrations, maintain records, process payments, comply with legal obligations, resolve disputes, enforce agreements, support safety, manage insurance needs, maintain accounting records, and protect legitimate business interests.

Retention periods may vary depending on the type of information, legal requirements, operational needs, payment records, safety records, communication history, media use, and dispute-resolution needs.

When information is no longer reasonably necessary, Zenniq Academy may delete, archive, anonymize, or securely retain it according to business and legal requirements.

16 User Privacy Rights

Depending on your location and applicable law, you may have rights related to your personal information.

These rights may include the right to request access to personal information, correction of inaccurate information, deletion of personal information, a copy of certain information, and the ability to opt out of certain data processing activities when applicable.

Texas residents may have certain rights under applicable Texas privacy law, to the extent such law applies to Zenniq Academy and the specific information involved.

To exercise privacy rights, please contact Zenniq Academy using the contact information listed below. We may need to verify your identity or authority before processing a request.

For minor participants, privacy requests should be submitted by the parent or legal guardian.

17 Access, Correction, and Deletion Requests

You may request access to, correction of, or deletion of personal information by contacting Zenniq Academy.

Zenniq Academy will review requests and respond as required by applicable law.

Some information may not be deleted immediately if Zenniq Academy needs to retain it for legal, accounting, tax, safety, insurance, payment, dispute-resolution, security, business, or legitimate operational reasons.

Deleting certain information may affect the ability to participate in academy programs or receive services.

18 Opt-Out Choices

You may opt out of promotional emails, promotional SMS messages, or certain marketing communications when applicable.

For SMS messages, you may reply STOP when applicable.

You may also contact Zenniq Academy directly to request communication preference changes.

Opting out of promotional communications does not prevent Zenniq Academy from sending important administrative, safety, billing, schedule, emergency, or service-related communications.

19 Children's Privacy

Zenniq Academy is committed to protecting the privacy of minor participants.

Our website, forms, and programs are intended to be used by parents, legal guardians, adult participants, or authorized responsible parties when submitting information for minors.

Zenniq Academy does not knowingly encourage children under 13 to submit personal information directly through the website without parent or legal guardian involvement.

If a parent or legal guardian believes that a child submitted personal information without appropriate authorization, they should contact Zenniq Academy so that the information can be reviewed, corrected, or deleted when appropriate.

Parents and legal guardians are responsible for supervising the information submitted on behalf of minor participants.

20 Sensitive Information

Zenniq Academy may collect limited sensitive information only when voluntarily provided and reasonably necessary for safety, emergency response, medical awareness, program placement, legal compliance, or academy operations.

This may include medical notes, allergies, injury information, medications, emergency contacts, or other safety-related details provided by the parent, legal guardian, adult participant, or responsible party.

Please do not submit unnecessary sensitive information through unsecured channels.

Zenniq Academy uses sensitive information only for legitimate academy, safety, operational, legal, or emergency purposes.

21 Do Not Sell or Share Notice

Zenniq Academy does not sell personal information for direct monetary payment.

Zenniq Academy may share information with service providers, platforms, contractors, or partners as necessary to operate the academy, process payments, manage communications, provide services, improve marketing, or comply with legal obligations.

If applicable law defines certain advertising, analytics, or tracking activities as “sharing” or “selling,” users may contact Zenniq Academy to request available opt-out options when required by law.

22 Advertising and Analytics

Zenniq Academy may use advertising, analytics, retargeting, CRM, tracking, or marketing tools to understand website performance, improve campaigns, and communicate with interested families.

These tools may collect information such as device identifiers, browser data, IP address, website activity, page views, form activity, or general engagement data.

Users may control some tracking preferences through browser settings, device settings, cookie settings, or platform-level privacy controls.

23 Links to Other Websites

Our website or communications may contain links to third-party websites, platforms, payment pages, social media profiles, booking tools, forms, or external resources.

Zenniq Academy is not responsible for the privacy practices, content, security, availability, or policies of third-party websites or platforms.

Users should review the privacy policies and terms of any external website or platform they visit.

24 International Users

Zenniq Academy operates primarily in Katy, Texas, United States.

If you access our website or submit information from outside the United States, you understand that your information may be processed and stored in the United States or through service providers located in other jurisdictions.

By submitting information to Zenniq Academy, you consent to the processing and storage of information according to this Privacy Policy and applicable law.

25 Accuracy of Information

Parents, legal guardians, adult participants, and responsible parties are responsible for providing accurate, complete, and current information.

Zenniq Academy is not responsible for issues caused by incorrect names, phone numbers, emails, emergency contacts, medical information, payment details, or player information.

Please contact Zenniq Academy promptly if your information changes or needs correction.

26 Business Transfers

If Zenniq Academy undergoes a business transaction, restructuring, merger, transfer, sale of assets, partnership transition, or operational change, information may be transferred or disclosed as part of that transaction when reasonably necessary and permitted by law.

Zenniq Academy will take reasonable steps to protect personal information during any such transition.

27 Legal Compliance and Protection

Zenniq Academy may use or disclose information when necessary to comply with applicable law, legal process, court orders, subpoenas, regulatory requirements, tax obligations, insurance requirements, law enforcement requests, or government inquiries.

Zenniq Academy may also use or disclose information to protect the rights, safety, property, reputation, business operations, legal interests, coaches, players, families, facilities, or integrity of the academy.

28 Changes to This Privacy Policy

Zenniq Academy reserves the right to modify, update, expand, or replace this Privacy Policy at any time.

Updated versions will be posted on the website and will become effective once published unless otherwise stated.

Continued use of the website, forms, programs, communications, or academy services after updates are posted means that you acknowledge the revised Privacy Policy.

29 Relationship to Terms and Services

This Privacy Policy works together with Zenniq Academy's Terms and Services, registration forms, waivers, invoices, payment agreements, and program-specific policies.

If there is any inconsistency between this Privacy Policy and the Terms and Services regarding academy operations, safety, payment, participation, media use, or service administration, Zenniq Academy reserves the right to interpret both documents in a manner consistent with applicable law and legitimate academy operations.

30 Texas Privacy Rights and Request Process

Depending on your location and applicable law, including Texas privacy law when applicable, you may have certain rights regarding your personal information.

These rights may include the right to confirm whether Zenniq Academy processes your personal data, access your personal data, correct inaccurate personal data, delete personal data, obtain a copy of certain personal data, and opt out of certain processing activities such as targeted advertising, sale of personal data, or profiling when applicable.

Zenniq Academy does not discriminate against users for exercising applicable privacy rights.

To submit a privacy request, you may contact Zenniq Academy by email at info@zenniqacademy.com or by phone at 888-620-1088.

Zenniq Academy may need to verify your identity, authority, or relationship to the player before processing a privacy request. For minor participants, requests must be submitted by the parent or legal guardian.

Zenniq Academy will respond to authenticated privacy requests within the time required by applicable law. When permitted by law, Zenniq Academy may extend the response period if reasonably necessary and will provide notice of the extension.

If Zenniq Academy denies a privacy request, you may submit an appeal by contacting Zenniq Academy with the subject line Privacy Appeal. Zenniq Academy will review the appeal and respond as required by applicable law.

If an appeal is denied and applicable law provides a right to contact a regulatory authority, Zenniq Academy will provide information about how to submit a complaint to the appropriate authority, when required.

31 Sensitive Data, Child Data, and Consent

Zenniq Academy may collect limited sensitive information only when voluntarily provided and reasonably necessary for academy operations, safety, emergency response, legal compliance, or service delivery.

Sensitive information may include medical notes, allergies, injury information, emergency contacts, information about a child under the age of 13, or other safety-related information provided by the parent, legal guardian, adult participant, or responsible party.

Zenniq Academy processes sensitive information only for legitimate academy, safety, operational, legal, emergency, or service-related purposes.

When consent is required by applicable law, Zenniq Academy will rely on consent from the parent, legal guardian, adult participant, or authorized responsible party before processing sensitive information.

Zenniq Academy does not sell sensitive personal data, biometric data, or known children's personal data.

Zenniq Academy does not knowingly use personal information from children under 13 for targeted advertising without legally required parental consent.

Zenniq Academy does not require a child to provide more personal information than is reasonably necessary to participate in academy programs, services, or activities.

32 Children Under 13 and Verifiable Parental Consent

Zenniq Academy may provide services to minor athletes, including children under the age of 13. Information about minor participants should be submitted by a parent, legal guardian, or authorized responsible party.

Zenniq Academy does not knowingly request that children under 13 submit personal information directly through the website, forms, or digital channels without parent or legal guardian involvement.

When applicable law requires verifiable parental consent before collecting, using, or disclosing personal information from a child under 13, Zenniq Academy may require the parent or legal guardian to provide appropriate consent.

Parents and legal guardians may request to review, correct, delete, or restrict further use of personal information collected from or about their child, subject to applicable law and legitimate academy, safety, legal, accounting, insurance, or operational needs.

If Zenniq Academy becomes aware that a child under 13 submitted personal information directly without appropriate parent or legal guardian involvement, Zenniq Academy may delete the information, restrict its use, or request parental confirmation.

If a parent or legal guardian wishes to revoke consent for further collection or use of a child's personal information, they must contact Zenniq Academy in writing at info@zenniqacademy.com. Revocation may affect the child's ability to participate in certain academy programs or services.

33 Email Marketing and Commercial Communications

Zenniq Academy may send emails related to programs, camps, clinics, events, training opportunities, announcements, promotions, and academy services.

Commercial or promotional emails will be sent in accordance with applicable email marketing laws when required.

Zenniq Academy will not intentionally use false or misleading email header information or deceptive subject lines in commercial emails.

When required, commercial emails will include a clear way to opt out of future marketing emails and will include Zenniq Academy's valid contact information or physical mailing address.

You may unsubscribe from promotional emails by following the instructions in the email or by contacting Zenniq Academy directly.

Opting out of promotional emails does not prevent Zenniq Academy from sending transactional, administrative, safety-related, billing, schedule, emergency, or service-related communications.

34 SMS, Phone, and Revocation of Consent

By providing a phone number, you authorize Zenniq Academy to contact you by phone call, SMS, WhatsApp, or similar communication channels for administrative, scheduling, payment, safety, emergency, program, and service-related purposes.

Promotional or marketing text messages may require separate consent when required by applicable law.

You may revoke consent to receive SMS or certain phone communications by replying STOP, QUIT, END, REVOKE, OPT OUT, CANCEL, UNSUBSCRIBE, or by using any other reasonable method that clearly communicates your desire not to receive further messages.

Zenniq Academy will honor valid opt-out or revocation requests within the time required by applicable law.

If a texting platform does not allow two-way replies, Zenniq Academy will make reasonable efforts to provide an alternative method to revoke consent.

After an opt-out request, Zenniq Academy may send one confirmation message confirming the opt-out, when permitted by law.

Opting out of promotional SMS does not prevent Zenniq Academy from communicating important safety, emergency, payment, schedule, or service-related information through other available channels when necessary.

35 Cookies, Targeted Advertising, and Universal Opt-Out Signals

Zenniq Academy may use cookies, pixels, analytics tools, advertising tools, CRM tracking, and similar technologies to operate the website, measure performance, improve services, and support marketing efforts.

These tools may collect information such as IP address, browser type, device type, pages visited, referral source, general location, and website interaction data.

If Zenniq Academy uses targeted advertising, retargeting, tracking pixels, or analytics tools in a way that gives users opt-out rights under applicable law, users may contact Zenniq Academy to request available opt-out options.

Where required by applicable law and technically supported, Zenniq Academy will make reasonable efforts to honor legally recognized universal opt-out mechanisms or browser-based opt-out preference signals.

Users may also control cookies through browser settings, device settings, platform-level privacy controls, or third-party tools. Disabling cookies may affect website functionality, forms, tracking, or user experience.

Zenniq Academy does not knowingly use cookies or tracking technologies to target children under 13 with advertising without legally required parental consent.

36 Data Breach and Security Incident Notice

Zenniq Academy uses reasonable administrative, technical, and organizational measures to protect personal information. However, no system, website, payment platform, email system, SMS platform, CRM, or digital storage

method is completely secure.

If Zenniq Academy becomes aware of a data breach or security incident involving personal information, Zenniq Academy will evaluate the incident and take reasonable steps to investigate, contain, and address it.

When required by applicable law, Zenniq Academy will notify affected individuals, regulators, or authorities within the legally required time period.

Zenniq Academy may also work with third-party platforms, service providers, legal advisors, cybersecurity providers, payment processors, or other appropriate parties to respond to security incidents.

Users are responsible for maintaining the security of their own devices, email accounts, payment accounts, passwords, and communication channels used to interact with Zenniq Academy.

37 Vendor, Processor, and Service Provider Controls

Zenniq Academy may share personal information with vendors, processors, contractors, platforms, or service providers that help operate the academy, website, forms, payments, CRM, communications, analytics, advertising, media, scheduling, or business systems.

Zenniq Academy expects service providers to process personal information only as reasonably necessary to provide services to Zenniq Academy and to use appropriate confidentiality, security, and data protection measures.

Where required by applicable law, Zenniq Academy may use written agreements, data processing terms, or platform terms with service providers to support privacy, confidentiality, security, and legal compliance.

Zenniq Academy is not responsible for the independent privacy practices of third-party platforms that users access directly, including payment processors, social media platforms, messaging apps, or external websites.

Contact

For questions about this Privacy Policy or to submit a privacy request, please contact Zenniq Academy through the official contact channels published on the website.

Email: info@zenniqacademy.com

Phone: 888-620-1088

Location: Katy, Texas, United States

For commercial emails, Zenniq Academy will include a valid physical mailing address when required by applicable law.

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