EVENTIVATE
Legal & Policy Library

Privacy Policy

Version 1.0 · DRAFT · for legal review

DOCUMENT	Privacy Policy
LANGUAGE	English
VERSION	1.0 (DRAFT)
STATUS	Draft — pending Puerto Rico attorney review
PREPARED	2026-11-21
EFFECTIVE DATE	to be set at publication
OWNER	Eventivate LLC

Bracketed items (for example [link] or [Terms of Use]) are placeholders to be completed when this document is published. This draft is not legal advice and has no legal effect until approved and published by Eventivate LLC.

Eventivate Privacy Policy

Version 1.0 (DRAFT) · 2026-11-21 · Effective: to be set at publication

1. Who we are and what this policy covers

Eventivate LLC ("Eventivate", "we", "us") operates eventivate.com. This policy explains what personal information we collect when you visit the site, create an account, register for an event, make a purchase, subscribe to our newsletter, take part in a virtual event or contact us. It also explains how we use and share that information and the choices you have.

This policy is part of our [Terms of Use]. Events on Eventivate are run by independent organizers. Each organizer is responsible for how it uses the information it receives about its participants.

2. Information we collect

We collect the information below from you, from the person who registers you, and from your use of the site.

Type	What it includes
Account and profile	Name, email address, phone number, mailing address, birth date, profile photo and language. If you sign in with Google or Apple, we receive the name, email address and photo that service shares with us.
Registration details	For each participant: name, birth date, gender, contact details, category or distance, team, and answers to the organizer's questions, such as shirt size or emergency contact. We also record acceptance of the organizer's waiver when there is one.

Type	What it includes
Purchases and payments	What you bought, the amounts, the date, the payment method you chose, the payment reference and any refund. You enter card details with our payment provider. We do not receive or store your full card number.
Participation and results	Bib number, check-in, times, rankings and any activity you submit for a virtual event.
Content you post	Comments, messages and photos you share in a virtual event.
Messages	Emails, chat messages and support requests you send us, and your newsletter subscription.
Device and usage	IP address, browser and device type, pages viewed, and the date and time of your visit. This includes security checks that tell people apart from automated programs.

If you give us information about another person, such as someone you register, you confirm you have their permission. For a minor, you confirm you are the parent or legal guardian.

3. How we use your information

We use personal information only for these purposes:

- **To provide the Service:** create your account, process registrations, payments and refunds, and send confirmations.
- **To support the event:** give the organizer what it needs to run the event, and publish results.
- **To help you:** answer questions and resolve problems.
- **To keep the Service safe:** prevent fraud and abuse, and respond to payment disputes.
- **To meet legal duties:** keep tax and accounting records and respond to lawful requests.
- **To improve the Service:** understand how the site is used, in summary form.
- **To send news:** newsletters and promotions, only if you subscribed.

We do not sell your personal information. We do not use it to make automated decisions that have legal effects on you.

4. Who we share it with

We share personal information only as described here.

- **The organizer of your event.** When you register, the organizer receives your registration details and contact information. It does not receive your card details. The organizer uses this to run the event and to contact you about it. Any other use is the organizer's responsibility and follows its own privacy practices.
- **Service providers.** Companies that work for us, for hosting, email delivery, sign-in, security and event timing. They may use the information only to provide their service to us.
- **Payment providers.** The payment provider you choose at checkout receives your payment details and handles them under its own privacy policy.
- **Other participants and the public.** Results are public (section 5). Content you post in a virtual event is visible to others in that event.
- **Authorities and legal matters.** When the law, a court order or a lawful request requires it, or when needed to prevent fraud or protect someone's rights or safety.
- **A successor.** If Eventivate is sold or merged, your information passes to the new owner under this policy. We will tell you first.

We do not sell your personal information, and we do not share it with others for their advertising.

5. Public results and event photos

Event results are public. They can show a participant's name, gender, age group, category, team, city, bib number, times and rankings. Results stay online as a record of the event. The organizer or its timing provider may also publish them elsewhere.

If you want your name removed from the results we publish, or shown as initials, write to us.

Organizers may photograph or record their events. The organizer's own terms govern how those images are used.

6. Children and minors

The Service is not directed to children under 13, and they may not create accounts.

A parent or legal guardian may register a minor for an event. In that case we collect the minor's information from the parent or guardian, and we use it only for the registration, the event and its results. A parent or guardian can ask us at any time to show, correct or delete a minor's information.

If we learn that a child under 13 gave us personal information without a parent or guardian, we delete it.

7. Cookies and similar technologies

We use only the cookies and similar tools the site needs to work:

- to keep you signed in;
- to remember your language and your light or dark display choice;
- to keep your checkout working;
- to protect the site from automated programs and abuse.

We do not use advertising cookies or let advertisers track you on our site. If you block cookies in your browser, sign-in and checkout may not work.

8. Emails and messages

We send you messages about your account and registrations, such as confirmations, event changes and refunds. Organizers may send you information about their events through us. You receive these while you have an account or a registration.

We send newsletters and promotions only if you subscribed. Every one of them has an unsubscribe link. Unsubscribing does not stop messages about your account and registrations.

9. How long we keep it

We keep personal information only as long as we need it for the purposes in this policy.

Information	How long we keep it
Account and profile	Until you close your account, then deleted or made anonymous within 90 days
Registration, payment and refund records	7 years, for tax and accounting
Acceptance of terms and waivers	As long as the registration it belongs to
Results	Kept as a record of the event, unless you ask us to remove your name
Newsletter subscription	Until you unsubscribe
Support messages	3 years
Security and usage logs	12 months

10. How we protect it

We protect personal information with measures such as encrypted connections, limited staff access and payment handling by specialized providers. No system is completely secure. If a security breach affects your personal information, we will notify you and the authorities as the law requires.

11. Your choices and rights

You can:

- **See your information** and ask for a copy.
- **Correct it** in your profile or by writing to us.
- **Delete it** by closing your account or writing to us. We keep only the records the law or section 9 requires.
- **Unsubscribe** from newsletters at any time.
- **Ask us to remove your name** from the results we publish.

To make a request, write to support@eventivate.com from the email address on your account or registration. We may ask you to confirm your identity. We answer within 30 days. We will not treat you differently for making a request.

The law where you live may give you additional rights. We honor them.

12. Where your information is processed

We store and process personal information in the United States. If you use the Service from another country, your information is transferred to the United States.

13. Other sites and services

The Service links to outside websites, including organizers' own sites, and works with outside payment and sign-in providers. Their own privacy policies apply to the information they collect.

14. Changes to this policy

We may update this policy. The version date appears at the top. For a material change, we will post a notice on the site or email you at least 30 days before it takes effect. Earlier versions are available at [link].

15. Languages and contact

This policy is published in English and Spanish. Each version is a translation of the other and both have the same effect.

For any question about this policy or your information: Eventivate LLC · support@eventivate.com · (787) 520-0250 · PO Box 57, Cabo Rojo, PR 00623