

Effective Date: 12.17.24

Welcome to the **Detroit Lakes Community and Cultural Center (DLCCC)**. We value your privacy and are committed to safeguarding your personal information. This Privacy Policy describes how we collect, use, share, and protect information when you interact with our website, services, and facilities, including the Fitness Center, Aquatic Center, Training Programs, and Holmes Theatre.

1. Information We Collect

We collect personal information to provide services, improve user experience, and comply with legal obligations.

1.1 Information You Provide Directly

- **Personal Details:** Name, address, email, phone number, date of birth, emergency contact information.
- **Payment Information:** Credit/debit card details, billing address (collected securely for transactions).
- **Registration Information:** Program registrations, event sign-ups, memberships, and class enrollments.
- **Account Information:** If you create an online account, we may store your login credentials and preferences.
- **Communication Data:** Emails, inquiries, and any feedback you provide.

1.2 Information Collected Automatically

- **Website Usage Data:** IP addresses, browser type, device information, pages visited, and actions taken on our site (via cookies and similar technologies).
- **Location Data:** General geolocation for personalized services.

2. How We Use Your Information

We use the information we collect for the following purposes:

- To process program registrations, ticket purchases, and membership sign-ups.
- To manage your account and provide customer support.
- To send important communications, such as event reminders, program updates, and policy changes.
- To improve our website functionality and user experience.
- To market events, programs, and offerings (you can opt-out at any time).
- To comply with legal obligations and ensure the safety of participants.

3. Sharing Your Information

We value your trust and only share your information under the following circumstances:

- **Service Providers:** Third-party vendors assisting with payment processing, website hosting, marketing, and analytics.
- **Legal Obligations:** When required by law or in response to legal processes.
- **Safety:** To protect the safety, rights, or property of the DLCCC, users, or others.

We do not sell your personal information.

4. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your online experience and analyze site usage.

- **Cookies:** Small files stored on your browser to remember preferences and improve navigation.
- **Analytics:** Tools like Google Analytics to track site performance and user behavior.

You can manage or disable cookies through your browser settings.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, alteration, or destruction. These measures include encryption, secure payment gateways, and regular security assessments.

However, no system can guarantee absolute security. Please take precautions when sharing information online.

6. Your Choices and Rights

You have the right to:

- Access, update, or correct your personal information.
- Request deletion of your personal information (subject to legal requirements).
- Opt-out of marketing communications by clicking “unsubscribe” or contacting us directly.

For any requests regarding your data, contact us at [Insert Contact Information].

7. Children’s Privacy

We do not knowingly collect personal information from children under 13 without parental consent. If we learn that a child’s data has been collected without consent, we will take immediate action to delete it.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. Please review their privacy policies when visiting.

9. Updates to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page, and the effective date will be updated. Please review it regularly for updates.

10. Contact Us

If you have any questions about this Privacy Policy or how we handle your information, please contact us:

Detroit Lakes Community and Cultural Center (DLCCC)

Address: 826 Summit Ave # 826, Detroit Lakes, MN 56501

Phone: (218) 844-4221

Email: kim@dlccc.org

Website: <https://www.dlccc.org/>

Thank you for trusting the DLCCC to serve you. Your privacy matters to us.