

Privacy Policy

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Roanoke Martial Arts, LLC, dba Vanguard Martial Arts (hereinafter referred to as Vanguard) owns and operates the application called “Vanguard Martial Arts Application” (“App”) and the website known as Vanguard Martial Arts. Our Website and App are collectively hereinafter referred to as the “Application.” Unless the context requires otherwise, a reference to the “Application” includes all modifications, enhancements or updates thereto, and includes all associated printed, online or electronic documentation and instructions relating to it.

We believe in protecting the privacy of the users of the Application. This privacy policy (the “Privacy Policy”) is provided to inform you how we use, collect and protect the information you provide to us. This Privacy Policy also provides information on how you can contact us if you have any questions. Please note that by accessing the Application, you agree to the terms and conditions of our Privacy Policy and our User Agreement.

Personal Information Provided to Us

Vanguard does not collect any personal information from you unless you provide personal data such as your name, address, telephone number and email address to us to request information or register with our Application or use it for a transaction. When you download or subscribe to our Application, we will ask you to provide billing information, including your name, card issuer and card type, credit or debit card number, expiration date, CVV code, and billing address. When you register for or attend any programs or courses, you will be required to provide basic contact information, billing information and information regarding programs and courses you are interested in. In order better tailor the services provided, you may also provide further Personal Information such as your age, gender and information regarding the courses and programs you are interested in taking. Furthermore, through your use of the Application, Vanguard collects Personal Information regarding which classes and programs you have attended and, if and as provided by you, feedback you have provided on such classes/programs (e.g. class ratings).

Information Collected Automatically From Application Users (Members)

Vanguard and our IT service providers (such as Google Analytics) may use common internet technologies, such as cookies, log files, web beacons or clear gifs to keep track of your use and interactions with the Application. Cookies are text files placed on your computer, to help us to analyze how users use this Application. Log files are files that record events that occur in a particular system such as software applications. Web beacons or clear gifs are generally transparent graphic images that are placed on a website and are used to monitor the access of content by users of a website. We may also be able to obtain information about your mobile device (such as your device’s IP address, operating system, for instance for your logins).

Through these technologies, we may automatically collect browsing information such as your IP address, MAC address or other device identifier, the kind of browser or computer you use, pages and content that you visit on the Application, what you click on, the state and country from which you access the Application, the date and time of your visit, and web pages you linked to our Application from. Additionally, we may use cookies to: (1) allow you to use the Application without having to re-enter your user name and password; (2) enhance or personalize your Application usage; (3) monitor Application usage; (4) manage the Application; and (5) improve the Application.

Use of Information

The Application's purpose is to provide a communications and management tool for business and other organizations ("Businesses") and their members ("Members") that provides instructional content, events calendar, messages and contact information that can be accessed through a user's smart phone or tablet device. The Application also allows Businesses to provide information on upcoming events, programs, courses and other services to their Members and such Members can sign-up for such events, programs and courses through the Application. At the same time, Members and Businesses can communicate through the Application. As such, certain information that will be provided by Businesses and Members will by the nature of the Application be shared among them. At the same time, Members can pay for such events, programs and courses through a third-party point of sales system which means that certain payment information that you submit (such as your name and credit card number) will be disclosed to such third party. Vanguard and its employees will not have access to the billing information.

Vanguard may also use information collected from you to provide information about our services, send you updates when your order is processed, troubleshoot problems, collect fees, detect and prevent fraudulent and other potentially illegal activities, ensure compliance with our User Agreement and to customize or improve our Application and related services.

We may also use the information collected from you to notify you of changes to the Application or our services, to send you marketing information or to conduct market research if you have given us your consent. If you do not want to receive any marketing information from Vanguard, you may unsubscribe at any time by clicking the "unsubscribe" link in the email received from us.

Disclosure of Information

We may disclose information collected from and about you as follows: (1) to our service providers, such as our payment processing partner Stripe, to perform a business, professional or technical support function for us; (2) as necessary if we believe that there has been a violation of the Site Terms of Use or of our rights or the rights of any third party; (3) to respond to legal process (such as a search warrant, subpoena or court order) and provide information to law enforcement agencies or in connection with an investigation on

matters related to public safety, as permitted by law, or otherwise as required by law; and (4) in the event that our company or substantially all of its assets are acquired, your personal information may be one of the transferred assets. We may also disclose your personal information with your express consent.

Please note that if you voluntarily submit any personal information for posting on the Application, such as a review, the information may become publicly available.

Access, Correction and Deletion

We respect your right to access and correct your personal information. You may access your personal information by signing into your account. From there, you can correct or modify your information. As described below, you may also exercise your rights, subject to applicable laws, to request that we delete or restrict access to your personal data. We may need to retain your data for legally permitted purposes and this will be explained to you if necessary.

If you need assistance correcting or updating your personal information, or would like to request that we delete your personal information, please contact us using the contact information detailed in the “Contact Us” section below.

Data Center Location

Vanguard uses third party cloud service providers (such as AWS) in secure data centers located in the United States for the Application.

Data Retention

Vanguard will retain your information as long as your account is active and as necessary to resolve disputes, enforce our User Agreement and other legitimate business or legal purposes.

We do not control data that you have shared with others (such as Businesses, other Members or service providers such as payment processing providers) or data that was copied out of our Application. If you have any concerns regarding this data please contact the respective Studio, Member or service provider directly.

Communication Preferences

Every marketing email from Vanguard contains instructions on how to opt out of receiving further marketing emails from us. In general, you may update or change your registration information by editing your user account. You may manage your receipt of marketing and non-transactional communications by clicking on the “unsubscribe” link located on the bottom of our marketing emails.

Consent Required for Referrals

Our Application provides a feature whereby Members can refer a friend to Businesses by providing the name, email address and telephone number to the Studio through the Application. Before you submit such information through the Application, you need to ensure that such friend has agreed to the disclosure of such information to the Studio.

Access Of Our Website By Minors

Our Application is not directed to children, nor do we knowingly collect any personal information from children under the age of thirteen without verifiable parental consent. We do not intentionally process data of Member below the age of 18 years, unless one of their parents or their legal guardian sign them up and give their consent. If you grant access to the Application to a family member who is a minor, you may request removal of content or information that was posted by such minor on the Application. Please note however that this request does not ensure complete or comprehensive removal of content or information posted on our Application.

Security

We maintain reasonable and appropriate measures designed to maintain information we collect in a secure manner. We have taken certain physical, electronic, and administrative steps to safeguard and secure the information we collect from visitors to the Application. We use certain security features to protect your data (such as HTTPS), trusted IT and payment processing providers that regularly monitor our Applications for possible attacks from unauthorized third parties.

Unfortunately, there is no guarantee that the information received from you is not subject to a breach by an unauthorized third party and may be accessed, destroyed, modified or used without your consent. Even though we follow reasonable procedures to try to protect the information in our possession, Vanguard does not provide any warranty that your data is 100% safe from an unauthorized access of a third party.

Response to “Do Not Track” Signals

Some Internet browsers include the ability to transmit “Do Not Track” signals. Since uniform standards for “Do Not Track” signals have not yet been adopted, Vanguard does not process or respond to “Do Not Track” signals.

Links to Third Party Websites

As a convenience to you, the Application may contain links to other sites that we believe may offer useful information. The terms of usage and other conditions of use posted on those sites, and not the policies and procedures we described here, apply to those sites. Your linking to any other websites is at your own risk, and you are responsible for learning about and complying with the terms of usage and other conditions posted on those websites.

User Agreement and Change Of Privacy Policy

Any dispute over privacy issues is subject to this Privacy Notice and our User Agreement, including limitations on damages and Vanguard's liability, the application of law of the state of Texas and the question where and how disputes will be resolved. Although this Privacy Policy is currently in effect, we reserve the right to modify this Privacy Policy from time to time. Any updated privacy policy will become effective when posted by Vanguard. You will therefore always find our current privacy policy here. By accessing our Application, you agree to each updated privacy policy.

Visitors from Outside the United States—Cross-Border Transfer

The Application is hosted and operated primarily in the United States. If you are visiting the Application from outside the United States, your information may be transferred to, stored and processed in the United States in accordance with this Privacy Policy. The data protection and other applicable laws of the United States may not be as comprehensive as those laws or regulations in your country or may otherwise differ from the data protection or consumer protection laws in your country. Your information may be available to government authorities under lawful orders and law applicable in such jurisdictions. By using the Application and/or providing personal information to us, you consent to transfer of your information to our facilities as described in this Privacy Policy.

Privacy Rights for Residents of California, Colorado, and Virginia

If you are a resident of California, you currently have certain privacy rights as described below. If you are a resident of Virginia, you will have the rights described below starting in January 2023. If you are a resident of Colorado, you will have the rights described below starting in July 2023.

- The right to know what personal information we have collected, used, or disclosed about you. To submit a request to know, you may call us at 757 997 1233 or email success@mystudio.academy.
- The right to correct what personal information we have collected, used, or disclosed about you. To submit a request for correction, you may call us at 757 997 1233 or email success@mystudio.academy.
- The right to request that we delete any personal information we have collected about you. To submit a request for deletion, you may call us at 757 997 1233 or email success@mystudio.academy.

You also may designate an authorized agent to make a request for access on your behalf. When you exercise these rights and submit a request to us, we will verify your identity by asking you for information such as your email address, telephone number, or the last four digits of a credit or debit card used on the Application. We also may use a third-party verification provider to verify your identity.

Your exercise of these rights will have no adverse effect on the price and quality of our goods or services.

For the 12-month period prior to the date of this Privacy Policy, Vanguard has not sold any personal information or engaged in targeted advertising; nor does it have any plans to do so in the future.

Special provisions for Businesses in the U.K.

We only provide our services to businesses and neither offer our services to data subjects in the U.K., nor do we monitor of their behaviour as far as their behaviour takes place within the U.K. Please note that the data security laws and regulations in the country where you reside may differ from the laws and regulations of the United States. If we receive personal data from data subjects in the U.K. on behalf of U.K. businesses, we will process them as a data processor of those U.K. businesses.

UK-based businesses can find out data processing agreement with them as part of our Terms of Service here <https://www.mystudio.io/terms-of-service>

Special Provisions for Members in Canada

Under the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA) you have certain rights to access your personal information. Upon request (see contact information below), we will inform you of the existence, use, and disclosure of your personal information and give access to that information within a reasonable time and at minimal or no cost to you. You have the right to challenge the accuracy and completeness of the information and have it amended as appropriate. You may withdraw consent to the collection, use and disclosure of personal information at any time, subject to legal or contractual restrictions and reasonable notice.

The CASL regulations apply to any "Commercial Electronic Message" (CEM) sent to Canadian computers or devices in Canada. We seek your express consent during the signup process to receive commercial electronic messages, including our newsletters and other information about our services from us via CEM. You can unsubscribe at any time using the link at the bottom of each CEM.

Contact Us

If you have any questions, concerns or comments regarding this Privacy Policy, would like to request this Privacy Policy in another form, or would like to review, update, delete or request personal information that you provided to us, please email us at success@mystudio.academy.