

## **Privacy Policy**

### **THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED. PLEASE REVIEW IT CAREFULLY.**

This Privacy Policy ("Policy") describes how Gradum, LLC, Gradum Baseball, LLC, GradumGswing Florida, LLC, GradumGswing Texas, LLC, GradumGswing North Carolina, LLC, GradumGswing South Carolina, LLC, GradumGswing Oklahoma, LLC, GradumGswing Utah, LLC, GradumGswing Franchising, LLC and the entity who granted a facility contractual authority to independently own and operate such Gradum Gswing facility, and any owner of any other Gradum Gswing facility you may visit (the "Parties", "Gradum", "our", "us", and "we" ) collect, use, and disclose your information, including Personal Information, when you visit our websites, including [www.gradumgswing.com](http://www.gradumgswing.com) (the "Sites"), download our mobile applications, or use any of our products or services that link to or otherwise reference this Policy (collectively, the "Services"). This policy does not apply to any non-Gradum websites or mobile applications that you may access via the Services. Those websites and services are governed by the privacy policies that appear on those sites and applications. Depending upon your relationship with us, you may receive other privacy notices from us providing additional detail about our privacy practices.

Your use of the Services is subject to this Policy and Gradum Terms of Use, including applicable terms of limitations on liability and the resolution of disputes.

### **Personal Information We Collect**

We collect information that identifies, describes, or is reasonably capable of being associated with you ("Personal Information"). Personal Information does not include publicly available information, such as information lawfully made available from government records, information we have a reasonable basis to believe is lawfully made available to the general public by you or by widely distributed media, or by a person to whom you have disclosed the information and not restricted it to a specific audience, or deidentified or aggregated information.

As described below, we collect Personal Information directly from you, automatically through your use of the Sites and Services, and from third-party sources. To the extent permitted by applicable law, we may combine the information we collect from publicly available or third-party sources. The Personal Information we collect varies based on your relationship with us.

### **Personal Information We Collect Directly From You**

In order to access certain Services, we may collect Personal Information directly from you. The Personal Information you provide directly to us may include:

- **Identifiers and Contact Information.** We may collect personal identifiers and contact information such as your name, address, email address, phone number.
- **Account Details.** If you register an account with us, we collect information such as your email, phone number, or user ID, and password used to login to your account.

- **Payment Information.** If you pay a bill, we may collect information necessary to process your payment such as bank account information, billing address, and any other related information.
- **Message Contents.** We may collect your messages, email contents, or any other information you so choose to provide when interacting with our customer service or agents.
- **Audio or Similar Information.** If you speak with our customer service team by phone, we may collect a recording for quality assurance and training purposes.
- **Preferences.** We may also collect information about the types of Services you use, your communications preferences, wish lists and other preferences you may select in your account or profile.
- **Other Information.** We also collect information when you complete online forms, surveys, or leave us product reviews. We also collect any other information you so choose to provide.

## **Security**

We are committed to protecting the privacy of our clients and want to assure you that we do not sell, trade, or otherwise transfer your Personal Information to outside parties. Your Personal Information is securely maintained within our organization and is used solely for the purposes of providing our services to you. We may only share your Personal Information with trusted third parties who assist us in operating our website, conducting our business, or servicing you, provided that these parties agree to keep this information confidential. Rest assured, your Personal Information remains safeguarded and is not shared, sold, or distributed without your consent, except as required by law or for the purpose of fulfilling our services to you. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We have implemented safeguards designed to protect Personal Information from loss, misuse, and unauthorized access, disclosure, alteration, and destruction. Please be aware that despite our efforts, no data security measures can guarantee security.

## **Changes to This Policy**

This Policy is current as of the Effective Date set forth below. We may change this Policy at any time and from time to time. Any amendments or modifications to this Policy will become effective immediately upon posting. We will let you know of amendments or modifications by appropriate means such as by posting the revised statement on this page with a new "Last Updated" date. Your continued use of any of our Services following the posting of a revised version of this Policy will constitute your acceptance of the revised Policy. If you do not agree with the revised Policy, do not use any of our Services.

## **Contact Us**

If you have questions about this Policy or our privacy practices, please contact us using the contact information provided below.

Gradum Telephone:(888)9GRADUM (888-947-2386)

E-mail: customerservice@gradumgswing.com

Gradum is committed to making our website and services accessible to everyone, including individuals with disabilities. If you experience difficulty accessing any part of the Services, please contact us at customerservice@gradumgswing.com or (888) 9GRADUM (888-947-2386) so that we can assist you.

### **Consent**

By using the Services or by consenting using a consent mechanism where provided you signify your consent to this Policy and this site's Terms of Use. If you do not agree to this Policy or the site's Terms of Use, please do not use the Services. The Services are not for use within any country or jurisdiction or by any persons where such use would constitute a violation of law. If this applies to you, you are not authorized to access or use any of the Services.

This Privacy Policy may be revised periodically. Continued use of the Site or mobile applications after updates constitutes acceptance of the revised terms.

Effective Date: September 15, 2025

Last Updated: September 15, 2025