

[CityROCK/Commonfork]

Website Privacy Policy

Last modified: June 1, 2025

This privacy policy describes the types of information [City Rock, LLC/Knee Bar, LLC] and its affiliates and subsidiaries (the “**Company**,” “**we**,” or “**us**”) may collect from you or that you may provide when you visit the website [\[climbcityrock.com/commonfork.com\]](http://climbcityrock.com/commonfork.com) (the “**Site**”) and our practices for collecting, using, disclosing, and maintaining that information. This policy applies to information we collect on or through this Site, and in email and other electronic messages between you and this Site.

This privacy policy does not apply to information collected by:

- us offline or through any other means, including in-person at one of our locations or on any other website operated by us or any third party; or
- any third party, including through any application or content (including advertising) that may link to or be accessible from or through the Site.

Please read this policy carefully. By accessing the Site and/or submitting information to or through the Site, you accept the terms of this privacy policy and consent to our collection, use, disclosure and retention of your information as described below. If you do not agree with our policies and practices, your choice is not to use our Site.

The Site is not intended for children under the age of 18

Our Site is not intended for children under 18 years of age and anyone under the age of 18 will not be allowed to have their own account. If you are a parent or guardian and wish to add your child to your membership, you can do so, but we require your verifiable parental/guardian consent, and you must provide that in person at one of our locations. If we learn we have collected or received personal information from a child under 18 without verification of parental/guardian consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at: [\[info@climbcityrock.com\]](mailto:info@climbcityrock.com)/heather@climbcityrock.com].

The information we collect about you and how we collect it

We may collect several types of information from and about users of our Site. We collect information when you provide it to us and through the use of automatic data collection technologies, such as cookies.

Information you provide to us

The information we collect on or through our Site includes the information you provide to us. That information can include information by which you or your family members may be personally identified or by which you may be contacted online or offline (“**personal information**”). When you create a profile through the Site or are or want to become a member of our facilities, you can begin the process online, including creating a profile, asking questions, or sending us messages and queries. You will also

have to complete a liability waiver to use our facilities, which can be done online. Through these actions, we will collect all or some of the information listed below:

- your name and/or username;
- the names of your minor children and their ages, genders and school district (for family memberships);
- your email address;
- your date of birth;
- your billing address;
- your phone number;
- your gender;
- payment information (please see below for more information);
- emergency contact numbers; and
- the other information you submit to us through the forms and other functionalities on the Site.

Other information we may collect through the Site when you provide it to us includes:

- class and event bookings and cancellations;
- food orders;
- payment and transaction information, including purchases, registrations, orders and any financial information you provide to us in connection with your transactions;
- correspondence (including email and form contents), if you contact us; and
- your search queries on the Site.

With the exception of your payment information, this information is stored on our servers and we retain it as part of your profile.

If you choose to pay for your membership or other services by credit card, we do not hold that information on our servers. We partner with a third party company to store your payment information. If you choose to pay through bank account transfer ("ACH"), any bank information you provide to us is encrypted and stored on our servers using industry standard protocols.

Information we collect through automatic data collection technologies

As you navigate through and interact with our Site, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Site, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Site.

- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect automatically is only statistical data and does not include personal information. It helps us to improve our Site and to deliver a better and more personalized experience, including by enabling us to recognize you when you return to our Site.

The technologies we use for automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small digital file that helps us recognize your device when you visit the Site and helps you stay logged in to your account, among other things. You may refuse to accept browser cookies by activating the appropriate setting on your browser. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Site. For information about managing your privacy and security settings for cookies, see Choices about how we use and disclose your information.
- **Web beacons (or “pixel tags”).** Pixel tags are small graphic files that allow us to monitor the use of the Site. A pixel tag can collect information such as the IP address of the computer that downloaded the page on which the tag appears; the URL of the page on which the pixel tag appears; the time the page containing the pixel tag was viewed; the type of browser that fetched the pixel tag; and the identification number of any cookie on the computer previously placed by that server. When corresponding with you via HTML capable email, we may use “format sensing” technology, which allows pixel tags to let us know whether you received and opened an email we sent to you. We also use Google Analytics to collect and analyze activity, trending actions, and information on our digital sites.

We do not collect personal information automatically, but we may tie non-personal information collected automatically to personal information about you that we collect from other sources or that you provide to us.

Third-party use of cookies

Some content or applications, including those used in connection with creating your account membership and class registrations, [food orders], and advertisements, on the Site are served by third-parties. These third parties may use cookies to collect information about you when you use the Site. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties’ tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see Choices about how we use and disclose your information.

How we use your information

We do not sell your personal information, but we use information that we collect about you or that you provide to us, including any personal information:

- to manage our Site and provide its contents and features to you;
- to provide you with information about our products and services, which may include marketing emails and SMS messages;
- to provide you with notices about your account or transactions made through the Site, including notices related to your account, membership registrations and changes, bookings, and [order status];
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing, collection, and enforcement of liability waivers, membership and other agreements;
- to notify you about changes to our Site or any products or services we offer or provide through it; and
- for any other purpose with your consent.

Disclosure of your information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We do not sell your personal information, but we may disclose your personal information as described in this privacy policy:

- to fulfill the purpose for which you provide it;
- to our subsidiaries and affiliates;
- to contractors, service providers, and other third parties we use to support our business;
- to a buyer or other successor in the event the ownership of all or substantially all of our business changes or we otherwise transfer assets relating to our business; or
- with your consent.

We may also disclose your personal information:

- to comply with any court order, law, or legal process, including to respond to any government or regulatory request;
- to enforce or apply our Terms of Use, liability waivers, membership and other agreements, including for billing and collection purposes; and
- if we believe disclosure is necessary or appropriate to protect our rights, property, or safety, and those of our customers, or others, including for purposes of fraud protection and credit risk reduction.

Choices about how we use and disclose your information

We strive to provide you with choices regarding the information you provide to us. Below are ways you can control certain uses of your information.

- **Tracking technologies and advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.
- **Marketing emails.** You can opt-out of receiving marketing emails from us by using the unsubscribe feature contained in the emails.
- **SMS messages.** In the event we communicate with you through text messaging, provided you have opted in, you can stop marketing text messages by replying STOP to any text message or other means of opting out that we may provide you.

Please note that even if you opt not to receive commercial marketing emails or SMS messages, you will still receive administrative emails pertaining to your account, membership, and other necessary non-marketing communications and information. If your membership has become invalid due to non-payment or an expired credit card, you may also receive communications from us about that.

We do not control third parties' collection or use of your information to serve interest-based advertising. However these third parties may provide you with ways to choose not to have your information collected or used in this way. You can learn more about how to opt out of receiving targeted ads from the Network Advertising Initiative's [website](#).

Accessing and correcting your information

You can review and change your personal information by logging into your account on the Site and visiting your account profile page. You may also obtain information about the personal information we hold about you and to request that it be corrected or deleted by writing us at 21 N Nevada Avenue, Colorado Springs, CO 80903 or emailing us at [info@climbcityrock.com/heather@climbcityrock.com]. We reserve the right to retain your email address and/or phone number as necessary to provide you goods and/or services you have requested, to update you about your account, to provide you notice of updates to this privacy policy and other reasons described elsewhere in this privacy policy.

Changes to our privacy policy

Any changes we make to our privacy policy will become effective on the date we post the changes on this page. The date the privacy policy was last revised is identified at the top of the page. We may also notify you that the privacy policy has changed through other means, such as a banner on this Site or by email. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Site and this privacy policy to check for any changes.

Contact information

To ask questions or comment about this privacy policy and our privacy practices, contact us at: [\[info@climbcityrock.com/heather@climbcityrock.com\]](mailto:info@climbcityrock.com/heather@climbcityrock.com).