

Privacy Policy

Band Barracks | Effective date: September 24, 2026

Band Barracks ("Band Barracks," "we," "us," or "our") operates music rehearsal, recording, DJ, and podcast studios at 2922 Plum Creek Lane, Houston, TX 77087. This Privacy Policy explains how we collect, use, share, and protect personal information when you visit bandbarracks.com, book through schedule.bandbarracks.com, rent equipment through rentals.bandbarracks.com, manage a membership, or otherwise use our services (together, the "Services"). Where applicable law requires your consent for a particular use of your information, we will request it separately.

1. Information We Collect

Information you provide to us

- **Booking and account information:** name, email address, phone number, account login details, and the details of your reservation (room, date, time).
- **Payment information:** billing details processed by our third-party payment processors. We do not store full payment card numbers on our servers.
- **Equipment rental and membership information:** items rented, rental periods, membership plan, and billing history.
- **Communications:** information you share when you contact us by phone, email, text message, contact form, or social media.

Information collected automatically

- **Device and usage data:** IP address, browser and device type, pages viewed, referring website, and date and time of visits.
- **Cookies, advertising identifiers, and similar technologies:** as described in Section 5.

Information collected at our facility

- **Security footage:** for the safety of customers, staff, and equipment, our premises may be monitored by video surveillance. Footage is used only for security purposes and is retained for a limited period unless needed to investigate an incident.
- **Access records:** records of facility entry associated with your booking or access code.

2. How We Use Your Information

We use personal information to:

- Process and manage bookings, equipment rentals, memberships, and payments;
- Send confirmations, reminders, access instructions, receipts, and service-related notices;
- Respond to inquiries and provide customer support;
- Protect the safety and security of our facility, customers, and equipment, and prevent fraud or misuse;

- Analyze website usage and improve our Services;
- Advertise Band Barracks online and measure the performance of our ads;
- Send promotional communications where you have consented, which you may opt out of at any time; and
- Comply with legal obligations and enforce our Terms & Agreement.

3. Text Messages (SMS)

If you provide a mobile number, we may send text messages related to your bookings, such as confirmations, reminders, and access information. We will send marketing text messages only if you have separately agreed to receive them. Message frequency varies. Message and data rates may apply. Reply STOP to opt out or HELP for help.

We do not sell, rent, or share your mobile phone number or SMS opt-in consent with third parties or affiliates for their marketing purposes.

4. How We Share Your Information

We do not sell your personal information. We share it only in the following circumstances:

- **Service providers:** companies that help us operate our business, such as scheduling and booking platforms, membership management software, website hosting and e-commerce providers, payment processors, communication providers, and analytics providers. They may use your information only to perform services for us.
- **Advertising partners:** advertising platforms such as Google and Meta (Facebook and Instagram), as described in Section 5.
- **Studio personnel:** instructors, engineers, or technicians you book, to the extent needed to deliver the service.
- **Legal and safety reasons:** to comply with applicable law, respond to lawful requests, or protect the rights, property, or safety of Band Barracks, our customers, or others.
- **Business transfers:** in connection with a merger, sale, or reorganization of all or part of our business.

5. Advertising and Cookies

We advertise Band Barracks online to help people discover our studios and to understand how our ads perform.

Customer lists. We may share customer contact information, such as email addresses or phone numbers, with advertising platforms including Google and Meta so we can show ads to existing customers or similar audiences and measure the performance of our advertising. These platforms process this information under their own terms and privacy policies.

Retargeting. We and our advertising partners, including Google and Meta, may use cookies, pixels, and similar technologies to show Band Barracks ads to people who have visited our website or interacted with our content or social media pages. This is sometimes called targeted advertising.

Analytics and site cookies. We use cookies and similar technologies, including analytics and tag management tools, to operate the website, remember preferences, and understand how visitors use our site. You can control or delete cookies through your browser settings; however, some features of the site may not function properly without them.

How to opt out of targeted advertising:

- **Contact us:** email hello@bandbarracks.com and ask to opt out of targeted advertising. We will exclude your contact information from future customer-list uploads to advertising platforms.
- **Google:** manage ad personalization at myadcenter.google.com. To learn how Google uses data from sites that use its services, visit policies.google.com/technologies/partner-sites.
- **Meta:** manage your ad preferences in your Facebook or Instagram Accounts Center (accountscenter.facebook.com/ads).
- **Industry tools:** the Network Advertising Initiative (optout.networkadvertising.org) and the Digital Advertising Alliance (optout.aboutads.info).

Browser- and platform-based opt-outs apply only to the browser or account where you set them. You may still see Band Barracks ads that are not personalized.

6. Data Retention

We keep personal information only for as long as reasonably necessary to fulfill the purposes described in this policy, including to meet legal, tax, and accounting requirements. Financial and transaction records are generally kept for up to seven years. When information is no longer needed, we delete it or de-identify it.

7. Data Security

We use reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, use, or disclosure. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

8. Your Rights and Choices

- **Correction and deletion:** you may request correction of, or deletion of, your personal information by contacting us.
- **Marketing communications:** you may unsubscribe from marketing emails using the link in the message, or reply STOP to text messages.
- **Advertising:** you may opt out of targeted advertising, including the use of your contact information in customer-list uploads, by emailing hello@bandbarracks.com or by using the tools described in Section 5.

Texas residents

Subject to the Texas Data Privacy and Security Act and other applicable law, you may have the right to:

- confirm whether we process your personal data and access that data;
- correct inaccuracies in your personal data;

- delete personal data you provided or that we obtained about you;
- obtain a copy of your personal data in a portable and, to the extent technically feasible, readily usable format; and
- opt out of the processing of your personal data for targeted advertising, the sale of personal data, or profiling in furtherance of decisions that produce legal or similarly significant effects.

How to submit a request: email hello@bandbarracks.com or call +1 (832) 534-0747. You may also designate an authorized agent to submit an opt-out request on your behalf. We may need to verify your identity before fulfilling a request. Requests are free of charge up to twice per year.

Response time: we will respond within 45 days. We may extend this period once by an additional 45 days when reasonably necessary, and we will let you know of the extension and the reason for it.

Appeals: if we decline to take action on your request, you may appeal by emailing hello@bandbarracks.com with the subject line "Privacy Request Appeal" within a reasonable period after our decision. We will respond to your appeal within 60 days and explain our decision in writing. If we deny your appeal, you may submit a complaint to the Texas Attorney General at texasattorneygeneral.gov/consumer-protection.

9. Children's Privacy

Our online Services are not directed to children under 13, and we do not knowingly collect personal information from them. Minors may use our facilities only as permitted by our Terms & Agreement and with the consent and supervision of a parent or guardian. If you believe a child has provided us with personal information, please contact us and we will delete it.

10. Third-Party Links and Services

Our website may contain links to third-party websites and social media platforms, such as Facebook, Instagram, LinkedIn, and X. We are not responsible for the privacy practices of those third parties, and we encourage you to review their privacy policies.

11. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will post the updated version on this page and revise the effective date above. If we make material changes, we will provide additional notice, such as by email or a notice on our website, and obtain your consent where required by applicable law.

12. Contact Us

If you have questions about this Privacy Policy or wish to exercise your privacy rights, please contact us:

Band Barracks

2922 Plum Creek Lane

Houston, TX 77087

Phone: +1 (832) 534-0747

Email: hello@bandbarracks.com

Website: bandbarracks.com