

Data Security and Privacy Policy

Know Your Zone LLC

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1 Scope and responsibility

Know Your Zone LLC (KYZ, we, us or our) operates the Know Your Zone Reporting Portal at softball.kyzsports.com. This policy explains how we collect, use, share, protect and retain information when providing softball reporting, video review, roster management, training, communications, membership and meeting services.

The policy applies to approved portal users, applicants, people contacting KYZ, and individuals whose information appears in submitted or imported softball records. It supplements the portal Terms of Use. Permission to use the portal does not transfer ownership of another person's information or authorize disclosure beyond the access granted.

Schools, conferences, crews, camps and other organizations may provide information or determine how their members use the service. Their responsibilities and KYZ's processing responsibilities can also be governed by a separate agreement. This policy does not replace an organization's own privacy notice or its obligation to have appropriate authority for the information it provides.

2 Information we collect

Account and profile information includes names, usernames, email addresses, assigned roles, KYZ identifiers, organization and team affiliations, membership and access records, profile photographs, biographies, contact details and information provided in optional profile fields. Emergency-contact information may include a contact's name, telephone number, relationship and notes.

Softball information includes rosters, player names and identifiers, heights, handedness, positions, game dates and participants, tracking and pitch data, play-by-play and box-score information, videos, pitch clips, scores, reports, analytics, calibration settings, name associations, tagging corrections, flags and review notes. The information may concern a person who does not have a portal account.

Communications and service information includes portal messages, conversation membership, support inquiries, submitted files and their uploader and team details, training responses and progress, meeting titles, schedules, invitees, saved invitation groups, attendance-related events and notification delivery records.

Membership and transaction information includes billing contact details, purchased access, payment and order references, amounts, currency, status and refund records received from the payment provider. Technical information can include IP addresses, browser or device details, authentication and session records, report-access events, operational logs and other activity records generated by portal features or service providers.

3 Sources and submission authority

We receive information directly from users and applicants; from authorized schools, conferences, crews, camps and administrators; from game, roster, tracking and video files; from public school rosters and published softball play-by-play or box-score sources; and from payment, meeting, hosting and communication services used by the portal.

A person submitting information about others must have the rights and authority necessary for the intended processing and sharing. This includes providing required notices and obtaining any consent or other permission required by applicable law, an organization's rules or the relevant content owner's agreement. Account registration or an uploader's acceptance of portal terms does not, by itself, establish every athlete's consent.

Do not upload information unrelated to the portal's purpose, payment-card credentials, government identification documents or unnecessarily sensitive personal information. An individual providing an emergency contact or other person's details should inform that person and have appropriate authority to provide those details.

4 How we use information

We use information to verify applicants and email addresses, authenticate users, manage accounts and memberships, assign access, process games, match records to the correct KYZ identity, maintain rosters, prepare and display reports, synchronize video, create pitch clips, support corrections, and provide training and performance tracking.

We also use information to deliver messages and notifications, schedule meetings and maintain invitation lists, process payments and refunds, respond to support and privacy requests, troubleshoot the service, investigate misuse, maintain audit and recovery records, and meet applicable legal or contractual obligations.

Reports are generated from available data, configured scoring methods and recorded review decisions. Results can change when source data or authorized corrections change. Analytics support softball training, coaching, scouting, evaluation and administration; they do not guarantee an individual's ability or the accuracy of every underlying measurement.

5 Authorized access and report sharing

Portal information is shared according to account status, roles, assignments, feature permissions, membership access and organization settings. Access to a sidebar button does not, by itself, authorize access to the information behind it. Server-side authorization is used for protected pages, data requests and administrative actions.

Umpires may access reports associated with their authorized umpire identity. Crew access can extend to reports associated with the current authorized crew. Coordinators and conference administrators may access the conferences, tournaments, programs or other scopes assigned to them. KYZ administrators have broader access for operating and supporting the service.

Coaches and team users may access their assigned team information and reports within their authorized scope. Collective participation and other approved sharing settings can permit access to reports or analytics beyond a user's own team. The availability of such information may depend on program enrollment, season, report type and additional access grants.

Users specifically granted National Staff access may view enrolled conference and program reports and the related performance information. Private fall-ball and scrimmage reports use additional team-ownership rules for team accounts; authorized administrators, assigned officials, conference personnel and National Staff may still have applicable access.

Directory and profile features can display approved fields, such as a name, role, profile photograph, identifier or performance information, to eligible users. An access grant is not permission to publish, sell, forward or distribute protected materials to unauthorized recipients. Changes to portal permissions do not recall downloads, screenshots, email or other copies already obtained.

6 Files and portal communications

Send Files to KYZ records the submitting account and, where applicable, the selected authorized team. Team submissions are available within the relevant team scope and to KYZ administrators. Personal submissions are associated with the submitting account and KYZ administration. Files may be downloaded, reviewed, processed or deleted through authorized controls.

Portal conversations are governed by their membership and the relevant administrative or support permissions. A private group's creator can add or remove members through the available controls. Added members can access existing conversation history. Removal changes future portal conversation access; it does not recall information or notifications already delivered or queued.

Messenger email notices identify the sender and direct the recipient to sign in; the current notice does not reproduce the message body. Other service emails may include meeting details, game information, report summaries or account information appropriate to the notification. Email services and recipients' devices can retain copies outside KYZ's portal storage.

7 Meetings and media permissions

Portal meetings use Zoom. KYZ stores reservation, organizer, invitation, schedule, status and related communication records. Saved invitation groups are private to their creator and are used to populate meeting invitation lists. Saving or editing a group does not itself invite people or change an existing meeting.

The KYZ meeting page checks organizer or invitation status and current meeting access. A forwarded portal meeting link does not, by itself, create an invitation. When you use the meeting feature, Zoom receives information needed to deliver it, including participant details, connection information and the audio, video, shared screens or other content you choose to transmit. Browser permissions govern access to your camera, microphone and screen.

Meetings created through the portal are configured without automatic recording, and recording is disabled in the embedded meeting controls. This does not prevent a participant from using external recording tools or a separately enabled account integration. Organizers and participants must obtain any required permission before recording, transcribing or using a separate meeting assistant. Such services have their own data-handling practices.

8 Payments and service providers

Square provides the portal's hosted payment checkout and payment processing. Payment-card details are entered into the provider's checkout, not a KYZ portal card-entry form. The portal does not store full card numbers or card security codes as part of this checkout workflow. KYZ receives the account and transaction information needed to administer membership, reconciliation and refunds.

Google Cloud provides portal hosting, database, object storage, operational logging and recovery services. Google email services deliver portal email. Zoom provides embedded meetings and the associated meeting infrastructure. Square provides payment services. These providers receive or process the information needed for their functions and may process information for their own security, fraud prevention or legal obligations under their applicable terms and privacy notices.

External pages, video resources and provider-hosted features may also receive technical information when your device loads them. Their independent practices are governed by their own notices. Provider information is available at cloud.google.com/terms/cloud-privacy-notice, policies.google.com/privacy, zoom.com/en/trust/privacy/privacy-statement and squareup.com/us/en/legal/general/privacy.

9 Other disclosures and advertising

We may disclose information to the organization or authorized personnel responsible for the relevant program, to service providers supporting the functions described here, as directed through an authorized sharing feature, or when required by lawful process. We may also disclose information reasonably necessary to investigate abuse, protect people or systems, enforce agreements or establish and defend legal rights.

The portal is not operated as a behavioral advertising platform and does not deploy advertising-network tracking for cross-context targeted advertising. Authorized access to reports and analytics, including access provided through memberships or collective participation, is described in this policy and should not be understood as a promise that information is visible only to the individual it concerns.

10 Security safeguards

KYZ uses technical controls designed to protect portal information against unauthorized access, alteration and disclosure. These include HTTPS for browser connections; authentication and account approval; server-side role, assignment and feature checks; password hashing rather than plain-text password storage; signed, expiring session credentials; and production session cookies with Secure and HttpOnly protections.

Operational credentials use server-side configuration and managed secret references. The production application's database connection uses Google Cloud's managed Cloud SQL connection path. Database and object-storage content is encrypted at rest by Google Cloud. Primary object storage uses uniform bucket-level permissions and does not have a public IAM grant for all users or all authenticated users.

Administrative and background operations use service identities and scoped database or application permissions. Changes and review workflows retain applicable audit information, and protected file writes use controls intended to detect conflicting or changed versions. Automated database backups and recovery facilities support restoration after operational problems.

These are service safeguards, not a representation that every risk has been eliminated. The portal is not represented as an end-to-end encrypted messaging or meeting system, and no system can guarantee absolute security. Users must protect their credentials, devices, browser sessions and downloaded materials, and promptly report suspected unauthorized use.

11 Cookies and browser storage

The portal uses cookies and browser storage for authentication, security, account context, season selections, preferences and certain unsent drafts. Hosting, meeting and other integrated services may generate technical records when their features load or are used.

You can manage cookies and local storage through your browser. Blocking essential storage may prevent sign-in or disrupt portal functions. Clearing it may remove preferences or unsent work. Signing out does not necessarily erase every locally saved draft or downloaded file. Use particular care on shared devices and clear local data when appropriate.

12 Retention deletion and recovery

We retain information according to its purpose, the service or organization arrangement, applicable requirements and operational needs. Account, membership, game, roster, report and identity records may be retained for ongoing service and historical performance reporting. Correction, security, audit, billing and dispute records may be retained where needed to preserve accountability, support recovery or satisfy legal obligations. Not every record has a single fixed retention period.

Full recordings, retained pitch clips and report files have separate lifecycles. Where the full-recording retirement workflow is enabled, retirement eligibility requires validated clips, a review interval of at least seven days after clip validation, and successful checks for outstanding references and processing holds. Missing clips, required review, references or recovery needs can delay retirement. Generating clips is not confirmation that the full recording has been deleted.

The primary cloud-storage bucket currently provides seven days of soft-delete recovery after an object is deleted. Database backup and point-in-time recovery copies follow their configured recovery cycles. Removing active information does not guarantee immediate erasure from recovery copies, audit records, delivered email, authorized exports or recipients' devices.

Closing an account, ending membership or deleting a file submission does not automatically remove all historical reports, retained clips or separately processed records. We assess deletion requests in light of applicable rights, organizational authority, other individuals' information and lawful retention needs. Data retained for recovery or another limited purpose remains subject to applicable access controls.

13 Your choices and privacy requests

You may update available profile fields, adjust the notification preferences provided in your profile, manage browser storage, and submit correction or privacy requests. Optional Messenger email notices can be turned off through the available profile setting. Necessary account, security, payment or service communications may still be sent.

Depending on the laws that apply and the nature of the information, you may have rights to access or obtain a copy, correct inaccuracies, request deletion, restrict or object to particular processing, request portability, or withdraw consent where processing relies on it. These rights may have exceptions; withdrawing consent does not automatically invalidate processing already lawfully completed.

Submit a request using the Contact KYZ form identified below. Describe the information or activity concerned and provide sufficient account or program details for us to locate it. We may verify your identity and authority before responding, and may need to coordinate with the school, conference or other organization responsible for the record. We will handle requests in accordance with applicable requirements and explain relevant limitations or additional information needed.

14 Young people and organizational records

The portal is intended for approved softball professionals and organizational users, not direct self-service use by children under 13. Rosters, game files and videos may nevertheless contain information about student-athletes or other minors provided by an authorized organization or user.

Organizations and uploaders must have appropriate authority for that information and comply with any applicable parent, guardian, student or institutional notice and permission requirements. If you believe information about a child has been provided without appropriate authority, contact KYZ so the record and request can be reviewed.

15 Location and security concerns

The portal's primary Google Cloud application, database and object-storage resources are hosted in the United States. Meeting, payment, email and other providers may process information in additional locations under their own service arrangements. We do not represent that every provider copy remains exclusively in one jurisdiction.

Report suspected account misuse, unauthorized disclosure or another security concern through Contact KYZ. We may restrict access, preserve relevant records and take appropriate containment or recovery action while evaluating a concern. If an incident requires notice under applicable law or a governing agreement, we will provide the required notice through an appropriate channel.

16 Policy updates and contact

Know Your Zone LLC may update this policy as its services, information practices or applicable requirements change. The published version will identify its effective or revised date. We will provide any additional notice or obtain any consent required for a material change by applicable law or the relevant agreement.

Privacy contact: Know Your Zone LLC. Visit <https://softball.kyzsports.com/login>, select Contact KYZ, choose Other, and identify your message as a privacy request or security concern. This contact method is available without signing in. Do not include passwords, full payment-card details or unnecessary sensitive documents in a request.