

Privacy Policy

Adventure Park McAllen LLC DBA Helium (“Helium,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you share with us.

1. Information We Collect

We may collect the following types of information when you interact with us (online or in person):

- **Personal Information:** Name, phone number, email address, billing address
 - **Payment Information:** Payment details processed securely through third-party payment processors
 - **Waiver & Safety Information:** Signed waivers, participant details, emergency contact information
 - **Communication Data:** Messages, inquiries, and customer service interactions
 - **SMS Opt-In Data:** Phone number and consent status when you opt in to receive text messages
 - **Technical Data:** IP address, browser type, device information, and website usage data
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2. How We Use Your Information

We use your information to:

- Process reservations, purchases, and payments
 - Send booking confirmations, updates, and receipts
 - Communicate about events, promotions, and park updates
 - Maintain safety records and legal waivers
 - Provide customer support
 - Improve our services, website functionality, and customer experience
 - Send SMS messages if you have opted in
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3. SMS Communications & Opt-In

By providing your phone number and opting in, you consent to receive SMS messages from Helium, which may include:

- Booking confirmations and reminders
- Event notifications
- Promotional offers

SMS Terms:

- Message frequency may vary
- Message and data rates may apply
- You can opt out at any time by replying **STOP**
- For help, reply **HELP** or contact us directly

Important:

We do **not share, sell, rent, or distribute your phone number or SMS opt-in data to any third parties for marketing purposes**. SMS consent is used solely for communication from Helium.

4. Information Sharing

We do not sell or rent your personal information. We may share your information only with trusted service providers that help us operate our business, such as:

- Payment processors
- Booking and waiver platforms
- Communication service providers

These providers are required to safeguard your information and use it only for authorized purposes.

5. Cookies & Tracking Technologies

Our website may use cookies and similar tracking technologies to:

- Enhance website functionality

- Remember user preferences
- Analyze website traffic and usage

You can control or disable cookies through your browser settings; however, some features of the website may not function properly.

6. Data Security

We take reasonable administrative, technical, and physical safeguards to protect your personal information. However, no method of transmission over the internet or electronic storage is 100% secure.

7. Children's Privacy

Information related to children is collected only for participation, safety, and waiver purposes and is typically provided by a parent or legal guardian.

8. Your Rights & Choices

You have the right to:

- **Opt out of marketing communications** (email or SMS) at any time
- **Request access** to the personal information we have about you
- **Request corrections or updates** to your information
- **Request deletion** of your personal data, where applicable

To exercise these rights, please contact us directly.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted with an updated effective date.

10. Contact Us

If you have any questions about this Privacy Policy or your data, please contact us:

- Email: info@heliumtrampolineparktx.com
- Phone: (956)682-4832