

Privacy Policy

KIVA Sports Center respects your privacy and the security of your personal information. For this reason we have published our Privacy Policy as of September 27, 2018. The policy describes the information that we collect, how we use it and what choices you have. The policy applies when you access our website, shop in our store and online, contact us by phone, e-mail, social media, and any other manner you may connect with us.

You are welcome to contact us about your privacy, whether you have questions or wish to provide feedback. Monday-Friday between the hours of 9:00am – 4:00pm.

Contact us by phone (U.S. and Canada): (502) 473-1200 ext. 212

by e-mail: kathy@kivasports.net

by mail: KIVA Sports Center, 1820 Taylor Ave. Louisville, KY 40213

Information We Collect

We collect and store the information that you provide to us. Example, you may provide information to us when you place an order or create an account on our website, participate in a program, or connect with us on social media. Types of information that you may provide to us include: your name, mailing address, telephone number, e-mail, address, payment information, date of birth and/or pictures. If you choose to share information on our social media sites, including the posting of pictures, please read our [Content Submission policy](#).

Updating Your Information

If any of your information has changed and you would like to update your customer information (name, address, telephone number, and e-mail address), please contact us by using one of the contact methods above.

Why We Collect Your Information

We collect this information for many reasons. The information that you provide to KIVA Sports Center enables us to: process your order, contact you about the status of your order, send you tracking or packaging information, save your purchase history, provide you with information about products you have purchased, manage your online accounts, mail information to you, send you promotional e-mails, and provide you the best possible customer service possible.

Sharing Your Information

We partner with third-party companies that provide certain services for us and share your information with those companies, so that they can perform those services on our behalf. We have partners who help us with things such as shipping, e-mail distribution, surveys, college showcases, advertising platforms, fraud protection, and payment processing.

Privacy of Children

Protecting the rights of children is very important to KIVA Sports Center. Our website is not intended for use of children under the age of 12 and we do not knowingly collect personal information from children under the age of 12. If you are under the age of 18, you may also use KIVA Sports Center with the help of a parent or guardian.

Links to Other Websites

Occasionally we provide links to other websites to enhance functionality and the shopping experience. These sites operate independently of KIVA Sports Center and have their own privacy and security policies. If you choose to navigate to another website through our website, we strongly encourage you to review the policies of those websites.

Information Security

KIVA Sports Center maintains your information securely. It is our intent to protect against the loss, misuse, alteration, or unauthorized access of information that we have collected from you or received from a partner. In order to protect it securely, we use a variety of current technologies and processes and are always working to stay current with trends in Information Security. It is our practice to use encryption or hashing whenever we receive or transmit your sensitive information.

We also encourage you to educate yourself on safe internet practices. For example, to practice safe internet use, we suggest you use a strong password for your KIVA account and change it frequently; we also suggest you sign out of your account when you are finished using it on a public or shared computer. Please note that KIVA will never ask you for your credit card information over email.

Shipping Information

KIVA Sports Center will ship orders placed online or over the phone on Tuesday and Thursdays weekly, with the exclusion of black-out dates. Items shipped by KIVA Sports will be done so starting at flat rate of \$9.00 and will increase based on the size and quantity of purchased goods. International shipping not available. Questions regarding the shipping of merchandise can be directed to Courtney Robison (502) 473-1200 ext. 210 or by e-mail Courtney@kivasports.net.

Refund of Purchased Goods

Refunds of purchased goods through the pro-shop or online must be returned with receipt 30 days from purchase. Shipping is non-refundable. Refunds for KIVA Volleyball Club, camps, and showcases will or will not be granted on a case-by-case basis, and must be asked for in writing to Kathy@kivasports.net at least five days prior to the start of the event. If the refund is granted it will be less a processing fee.

Policy Changes

If our policy or practices change we will make the necessary changes to this privacy policy. We will notify you of a change to the policy, by updating this page and the information above.