

SportsManager Solutions, Inc.
Data Security, Privacy Statement, Credit Card Data and User
Obligations/Suggestions

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Hardware Designed for Data Security:

The SportsManager software and database runs on servers with redundant disk arrays. The duplication of data on the server and daily back ups allow us to address any hardware failure with a minimum of downtime and with an expected 100% recovery of all data. The operating system and database are protected with firewall technology, antivirus software and all the latest security patches available to prevent unauthorized access. SMGR maintains control of its own servers, software and high speed connections to ensure a high quality of service and a rapid response to problems.

Data Security:

SMGR does everything in its power to protect the SportsManager data and maintain back up copies. Back ups of data are performed daily to protect against the potential lost due to hardware failures or user mistakes. In spite of our efforts and intentions, SMGR cannot guarantee 100% protection against loss of data. It is possible, although unlikely, that data could be loss due to fire, weather or some other unusual occurrence.

Credit Card and Personal Data Security:

SportsManager does not ask for, display or store any credit card, bank checking or social security numbers. Credit card information is stored by the Gateway and Merchant accounts that we connect to during on-line registration via a secure web page over the Internet. During registration you will see the HTTPS and the Gold Secure Lock on our “linked” registration pages. SportsManager stores the following information: parent’s names, addresses, telephone numbers, email addresses and children names, genders and Date of Births. As an option, we also store the DOB of Adults for the purpose of Volunteer Background checks. Also, since we don’t store social security or credit card information there is no risk of that type of information being stolen from SportsManager.

Data Confidentiality:

SMGR will not deliberately divulge the information contained in the SportsManager database to any other 3rd party. It is the SMGR policy that this data be kept confidential and protected to the fullest extent to which we are capable. SMGR is not responsible for controlling the display of public information such as the board of directors list or any other data that the end user makes visible to the public. SMGR will protect the data on its servers from outside tampering but it cannot be held responsible for theft of the data from either internal or external sources.

No Advertising and Marketing:

SMGR does not advertise on your organization's on-line database site. SMGR does not market to the users contained in your on-line database. The On-line database will appear as your own site with no outside marketing, links or pop-ups.

Payment of On-line Registration fees:

Fees collected by the On-line registration module in SportsManager will be transferred to your organization twice a month depending on the amount due and activity level of your account. A check will be issued and mailed to the organization along with a registration summary. Internal to the SportsManager database you will be able to track payments by credit card (on-line payments) and see if they have been transferred to the organization yet. Manual registrations, done by non-credit card payments (checks, cash, etc.), are not subject to a credit card processing fee and are not collected by SportsManager. These "manual" registrations are outside the on-line collections and payment process but are integrated with on-line registration from a database standpoint. Credit card processing fees can be paid 100% by the registrant at "checkout" or can be split so that a portion of the processing fee, or all of it, is paid by the organization.

SportsManager User Obligations/Suggestions:

Once an Organization starts using a powerful database like SportsManager the possibility of abuse of the data exist. Therefore the organization using SportsManager should consider implementing password protection, confidentiality rules and email standards.

It is the responsibility of the Organization to keep the passwords secret and limited to those people who need access to them. It is a good idea to change them every season. Confidentiality agreements are recommended for employees or volunteers that have access to the SportsManager database especially the list of member emails.

The SportsManager provides 5 levels of password access:

- a. Admin: Can change all the passwords, setup leagues and teams and control the entire system.
- b. Org. Official: Can not change passwords but can enter registrations and Rosters. Cannot create Seasons.
- c. Manage/Coach level: Can see all the data but can't change it all. Can do reports.
- d. Public Access: this is what you can see/do with no password. Limited to Schedules, Scores, Standings.
- e. Roster Management will allow an assigned coach to log in with a email address and password to view rosters, emails teams, view Team/Player information and (optionally) to add/delete players (used by Adult Sports).

