

# AthLead<sup>TM</sup>

## Terms of Service & Privacy Policy

Effective Date: April 2, 2026

[athleadapp.com](http://athleadapp.com)

**IMPORTANT: AthLead Network is committed to the safety of youth athletes. Please read these Terms carefully, especially the sections regarding minors, COPPA compliance, and Stripe Payments.**

## PART ONE - TERMS OF SERVICE

### 1. Acceptance of Terms

By accessing or using the AthLead Network platform, website, or mobile application (collectively, the "Platform"), you agree to be bound by these Terms of Service ("Terms"). If you do not agree to these Terms, you may not use the Platform.

These Terms constitute a legally binding agreement between you and AthLead Network LLC, an Arizona limited liability company.

### 2. Eligibility & Age Requirements

#### General Users

You must be at least 13 years of age to create an account and use the Platform independently.

#### Users Under 13 - COPPA Compliance

**AthLead Network complies with the Children's Online Privacy Protection Act (COPPA). Users under the age of 13 may only use the Platform with verified parental or guardian consent.**

If you are under 13 years of age:

- A parent or legal guardian must provide verifiable consent before account creation
- A parent or guardian must review and agree to these Terms on your behalf
- AthLead will send a consent verification email to the parent or guardian provided during registration
- The account will not be activated until parental consent is verified

Parents and guardians have the right to review, request deletion of, or refuse further collection of their child's personal information at any time by contacting us at [support@athleadapp.com](mailto:support@athleadapp.com).

#### Trainers & Coaches

All trainers and coaches must be at least 18 years of age to register on the Platform. All trainers are subject to background check verification before their profile is made visible to athletes.

### 3. Account Registration

To use certain features of the Platform, you must create an account. You agree to:

- Provide accurate, current, and complete information during registration
- Maintain the security of your account credentials

- Promptly update your account information if it changes
- Notify us immediately of any unauthorized use of your account

You are responsible for all activities that occur under your account. AthLead Network reserves the right to suspend or terminate accounts that violate these Terms.

## 4. Trainer Verification & Safety

AthLead Network takes the safety of youth athletes seriously. All trainers on the Platform undergo the following verification process:

- Arizona trainers: Fingerprint Clearance Card verification via our proprietary AI-powered OCR system
- Georgia trainers: GBI (Georgia Bureau of Investigation) background check document review
- Manual review by AthLead administrative team before approval
- Ongoing monitoring - trainers can be flagged and removed at any time

Verification reduces risk but does not guarantee the conduct of any trainer. AthLead Network strongly encourages parents and guardians to accompany minor athletes to training sessions, especially initial meetings with new trainers.

**AthLead Network reserves the right to remove any trainer from the Platform at any time, for any reason, including but not limited to complaints, suspicious activity, or failure to maintain valid background check documentation.**

## 5. User Conduct

You agree not to:

- Use the Platform for any unlawful purpose
- Misrepresent your identity, credentials, or qualifications
- Harass, abuse, or harm other users
- Attempt to circumvent the Platform's verification or safety systems
- Use the Platform to contact minors for any purpose outside of legitimate sports training
- Share another user's personal information without their consent
- Post false, misleading, or fraudulent reviews or content

Violation of these conduct rules may result in immediate account suspension or termination and may be reported to appropriate law enforcement authorities.

## 6. Bookings & Payments

AthLead Network facilitates connections between athletes and trainers. When a booking is made through the Platform:

- Trainers pay a monthly subscription fee to maintain their profile and access platform features
- AthLead Network takes a transaction fee on completed bookings
- Athletes with premium subscriptions access additional features including priority search and booking
- All payments are processed through secure third-party payment processors

AthLead Network is not responsible for disputes between athletes and trainers regarding the quality or delivery of training services. We encourage all users to resolve disputes directly and to leave honest reviews on the Platform.

## 7. Limitation of Liability

AthLead Network LLC provides the Platform as a connection service. To the maximum extent permitted by law, AthLead Network shall not be liable for:

- Any injuries, damages, or harm occurring during or as a result of training sessions arranged through the Platform

- The conduct, actions, or omissions of any trainer or athlete using the Platform
- Any indirect, incidental, or consequential damages arising from your use of the Platform

Your use of the Platform and engagement with trainers is at your own risk. AthLead Network strongly recommends verifying trainer credentials independently and ensuring appropriate supervision for minor athletes.

## 8. Termination

AthLead Network reserves the right to suspend or terminate your account and access to the Platform at any time, with or without notice, for any violation of these Terms or for any other reason at our sole discretion.

You may terminate your account at any time by contacting us at [support@athleadapp.com](mailto:support@athleadapp.com). Upon termination, your right to use the Platform ceases immediately.

## 9. Changes to Terms

AthLead Network reserves the right to modify these Terms at any time. We will notify users of material changes via email or in-app notification. Continued use of the Platform after changes constitutes acceptance of the updated Terms.

## 10. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of Arizona, without regard to its conflict of law provisions. Any disputes arising under these Terms shall be resolved in the courts of Maricopa County, Arizona.

## 11. Contact

For questions about these Terms, contact us at:

**AthLeadNetworkLLC**

[support@athleadapp.com](mailto:support@athleadapp.com)

[athleadapp.com](http://athleadapp.com)

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# PART TWO - PRIVACY POLICY

This Privacy Policy explains how AthLead Network LLC ("AthLead," "we," "us," or "our") collects, uses, and protects your personal information when you use the AthLead Network Platform.

## 1. Information We Collect

### Information You Provide

- Name, email address, phone number
- Date of birth (used for age verification and COPPA compliance)
- Sport preferences and athletic profile information
- Location information (ZIP code, city, state)
- Payment information (processed securely by third-party processors - we do not store full payment details)
- Background check documents (trainers only - stored securely and used solely for verification)
- Profile photos and bio information

## Information Collected Automatically

- Device type, operating system, and browser information
- IP address and general location data
- Usage data including pages visited and features used
- App performance and crash data

## 2. COPPA - Children's Privacy

**AthLeadNetwork takes the privacy of children under 13 seriously and complies fully with the Children's Online Privacy Protection Act (COPPA).**

For users under 13 years of age:

- We require verifiable parental consent before collecting any personal information
- We collect only the minimum information necessary to provide the service
- We do not share children's personal information with third parties for marketing purposes
- Parents and guardians may review their child's personal information at any time
- Parents and guardians may request deletion of their child's personal information at any time
- We do not condition a child's participation on providing more information than is necessary

To exercise parental rights regarding your child's information, contact us at [support@athleadapp.com](mailto:support@athleadapp.com). We will respond within 30 days.

## 3. How We Use Your Information

We use the information we collect to:

- Create and manage your account
- Connect athletes with verified trainers in their area
- Process bookings and payments
- Verify trainer background checks and credentials
- Send booking confirmations, reminders, and platform notifications
- Improve the Platform and develop new features
- Ensure platform safety and enforce our Terms of Service
- Comply with legal obligations

## 4. Information Sharing

AthLead Network does not sell your personal information. We may share your information with:

- Other users as necessary to facilitate connections (e.g., trainer profiles visible to athletes)
- Third-party service providers who assist in operating the Platform (payment processors, cloud storage, analytics)
- Law enforcement or government authorities when required by law or to protect safety
- Business successors in the event of a merger, acquisition, or sale of assets

All third-party service providers are contractually required to protect your information and use it only for the purposes we specify.

## 5. Data Security

AthLead Network implements industry-standard security measures to protect your personal information, including:

- Encrypted data transmission (HTTPS/TLS)
- Secure cloud storage via Supabase with row-level security

- Limited access to personal data on a need-to-know basis
- Regular security reviews and updates

No method of transmission over the internet is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

## 6. Data Retention

We retain your personal information for as long as your account is active or as needed to provide services. You may request deletion of your account and associated data at any time by contacting [support@athleadapp.com](mailto:support@athleadapp.com). We will process deletion requests within 30 days, except where retention is required by law.

## 7. Your Rights

Depending on your location, you may have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information
- Opt out of non-essential communications
- Data portability - receive a copy of your data in a portable format

To exercise any of these rights, contact us at [support@athleadapp.com](mailto:support@athleadapp.com).

## 8. Cookies & Tracking

The AthLead Platform uses cookies and similar tracking technologies to:

- Keep you logged in across sessions
- Remember your preferences
- Analyze Platform usage and performance

You may disable cookies in your browser settings, but this may affect Platform functionality.

## 9. Third-Party Links

The Platform may contain links to third-party websites or services. AthLead Network is not responsible for the privacy practices of third parties. We encourage you to review the privacy policies of any third-party services you access through our Platform.

## 10. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of material changes via email or in-app notification. Continued use of the Platform after changes constitutes acceptance of the updated Policy.

## 11. Payments, Billing, Payouts

### 6.1 Overview

AthLead Network LLC ("AthLead") facilitates two types of payments on the Platform:

1. Platform subscriptions — recurring monthly fees paid by trainers and coaches to access premium Platform features.
2. Training session payments — one-time payments made by athletes to trainers for confirmed training sessions booked through the Platform.

All payment processing is handled by Stripe, Inc. AthLead does not store your full credit or debit card number on our servers. Payment information is collected, processed, and stored by Stripe in accordance with Stripe's terms and privacy practices. By making any payment through the Platform, you authorize AthLead and Stripe to charge your selected payment method for the amounts disclosed at checkout.

## 6.2 Payment Security

- Card payments are processed securely through Stripe using industry-standard encryption (HTTPS/TLS)
- Subscription checkout and billing management may redirect you to Stripe Checkout or the Stripe Customer Portal, hosted by Stripe
- Trainers receiving session payments must complete Stripe Connect Express onboarding, hosted by Stripe
- AthLead may receive limited payment-related information from Stripe such as payment status, last four digits of a card, and transaction identifiers

## 6.3 Platform Subscriptions

Subscription Plans:

User TypePlanPrice

Trainer

- AthLead Trainer Premium
- \$25.00 USD/month

Travel Ball Coach

- AthLead Travel Ball Coach
- \$150.00 USD/month

Subscription fees are charged in advance on a monthly recurring basis until canceled. Subscriptions provide access to premium Platform features including enhanced profile tools, booking and scheduling features, and video upload capabilities.

Automatic Renewal & Cancellation: Your subscription automatically renews each billing period unless canceled before the renewal date through the Stripe Customer Portal. Cancellation stops future charges. Access to premium features continues until the end of the current paid billing period.

Subscription fees are non-refundable, including for partial billing periods or unused time, except where required by applicable law or expressly approved by AthLead in writing.

Failed Payments: If a subscription payment fails, your subscription may be marked past due and premium features may be suspended until your payment method is updated through the Stripe Customer Portal.

## 6.4 Founding Trainer Complimentary Access

AthLead offers eligible trainers complimentary premium access under the Founding Trainer Program.

- Complimentary Access does not create a Stripe subscription and no charges are made during the complimentary period
- When Complimentary Access ends, trainers must subscribe to AthLead Trainer Premium at the then-current rate to maintain premium access
- AthLead may revoke Complimentary Access at any time for violation of these Terms
- Complimentary Access does not exempt trainers from completing Stripe Connect payout setup to receive session payments

## 6.5 Training Session Payments

How Session Payments Work:

1. An athlete requests a training session, creating a booking in pending status
2. The trainer accepts or declines the request
3. Payment is not collected at the time of the initial booking request
4. After the trainer confirms the booking, the athlete may pay through the Platform
5. Upon successful payment, the booking is marked as paid and the session may proceed

Session fees are set by the trainer based on their listed price per session. The athlete authorizes a one-time charge for the disclosed session amount. Session payments must meet a minimum charge of \$0.50 USD.

Payment Statuses:

<b>Status</b>	<b>Meaning</b>
Unpaid	No payment initiated for a confirmed booking
Pending	Payment attempt in progress
Paid	Payment successfully processed
Failed.	Payment attempt unsuccessful - athlete may retry

AthLead is not a party to the training agreement between athlete and trainer and does not guarantee the quality, safety, or outcome of any training session.

## 6.6 Trainer Payouts - Stripe Connect

To receive session payments, trainers must complete Stripe Connect Express onboarding through the Platform, including providing information required by Stripe and linking a valid bank account.

How Funds Flow: When an athlete pays for a confirmed session, the payment is processed by Stripe, AthLead deducts a Platform Service Fee (see Section 6.7), and the remaining amount is transferred to the trainer's connected Stripe account for payout according to Stripe's payout schedule.

Trainers are solely responsible for maintaining accurate payout and tax information in Stripe, compliance with applicable tax obligations, and completing any identity verification required by Stripe.

## 6.7 Platform Service Fee

AthLead charges a 10% Platform Service Fee on each successfully processed training session payment.

Example: For a \$100.00 session, the Platform Service Fee is \$10.00 and \$90.00 is allocated to the trainer's connected account before any Stripe processing fees.

AthLead may change the Platform Service Fee with reasonable advance notice.

## 6.8 Refunds

Session payments are generally final and non-refundable except where required by applicable law or where AthLead expressly approves a refund.

To request a refund, contact [support@athleadapp.com](mailto:support@athleadapp.com) within 14 calendar days of the payment date with your name, account email, booking ID, and reason for the request.

If a trainer cancels a paid session, AthLead may in its discretion issue a full refund to the athlete. Approved refunds are processed through Stripe to the original payment method and may take 5-10 business days to appear.

Subscription fees are non-refundable except where required by applicable law or where AthLead determines a billing error occurred.

## 6.9 Chargebacks & Disputes

Contact [support@athleadapp.com](mailto:support@athleadapp.com) before initiating a chargeback with your bank. Filing chargebacks in bad faith may result in suspension or termination of your account and restriction from future bookings on the Platform.

## 6.10 Taxes

Prices are displayed in U.S. dollars. Trainers are responsible for reporting and paying taxes on income earned from training services. Stripe may issue tax forms such as IRS Form 1099 as required by law. AthLead does not provide tax, legal, or accounting advice.

## 6.11 Payment Support

For billing, payout, refund, or payment questions contact:

Email: [support@athleadapp.com](mailto:support@athleadapp.com) Website: [athleadapp.com](http://athleadapp.com)

## 6.12 Stripe Agreements, Privacy & User Consent

AthLead uses **Stripe, Inc.** and its affiliates ("Stripe") as our third-party payment processor. Stripe provides payment processing, subscription billing, and payout services through **Stripe Connect**. Your use of payment features on the Platform is also subject to Stripe's own legal terms and privacy practices, which AthLead does not control.

**We do not store your full credit or debit card number.** Card and payment-method details are collected and processed by Stripe on secure, Stripe-hosted pages (including Stripe Checkout, the Stripe Customer Portal, and the Stripe Payment Sheet) or through Stripe Connect onboarding.

## **A. Stripe documents that apply to everyone who pays on the Platform**

If you make a **platform subscription payment** or a **training session payment** as an athlete, you agree that:

- Payments are processed by Stripe subject to the **Stripe Services Agreement**; and
- Stripe's collection and use of personal data in connection with those services is described in the **Stripe Privacy Policy**.

By completing a payment on the Platform, you authorize AthLead to share with Stripe the information reasonably required to process your transaction (such as your name, email, account identifiers, booking or subscription details, and transaction amounts).

## **B. Additional terms for trainers who receive payouts (Stripe Connect)**

If you are a **trainer** who completes **Stripe Connect Express** onboarding to receive training session payments, additional Stripe terms apply to you as a **connected account** with Stripe.

Payment processing services for trainers on AthLead are provided by Stripe and are subject to the **Stripe Connected Account Agreement**, which includes the **Stripe Services Agreement** (together, the "**Stripe Services Agreement**").

By agreeing to these Terms, by continuing to use AthLead payout or session-payment features, or by completing Stripe Connect onboarding, you agree to be bound by the **Stripe Services Agreement**, as Stripe may modify it from time to time.

You agree to provide AthLead **accurate and complete** information about you and your business, and you **authorize AthLead** to share that information—and transaction information related to your use of Stripe's payment and payout services—with Stripe.

You also acknowledge that Stripe's **Privacy Policy** describes how Stripe processes personal data when you use Connect and payment services through the Platform.

**Trainer acknowledgment:** AthLead is a technology platform that facilitates bookings and payments. AthLead is **not** your employer and is **not** a party to your training agreement with athletes. Stripe, not AthLead, provides regulated payment and payout infrastructure subject to the agreements above.

## **C. Coaches and subscriptions**

If you are a **travel ball coach** and subscribe to **AthLead Travel Ball Coach**, Section 6.2.1(A) applies to your subscription charges. Coaches who later receive payouts through Stripe Connect (if offered) must also comply with Section 6.2.1(B).

## **D. Stripe fees**

Standard Stripe processing and payout fees may apply in addition to AthLead's **Platform Service Fee** (see Section 6.7). Stripe's current standard pricing is published at **stripe.com/pricing**. Stripe may deduct its fees according to the **Stripe Services Agreement**.

## **E. No endorsement; third-party relationship**

Stripe is an independent third party. Reference to Stripe in these Terms does not constitute an endorsement. Questions about Stripe's processing of card data, identity verification, holds, reserves, or payouts should be directed to **Stripe** (through your Stripe Express dashboard or Stripe support) when the issue concerns Stripe's services; questions about Platform bookings, fees, or account access should be directed to **support@athleadapp.com**.

## F. How to access Stripe's agreements

For your convenience, the primary Stripe documents referenced in this Section are:

Document & Link

Stripe Connected Account Agreement (trainers receiving payouts)

<https://stripe.com/legal/connect-account>

Stripe Services Agreement

<https://stripe.com/legal/ssa>

Stripe Privacy Policy

<https://stripe.com/privacy>

Stripe pricing (reference)

<https://stripe.com/pricing>

(In a printed PDF, the full URLs above remain valid even if hyperlinks are not clickable.)

## 11. Contact Us

For any privacy-related questions, concerns, or requests, including COPPA parental rights requests, payment-related questions, contact us at:

### **AthLead Network LLC**

support@athleadapp.com

athleadapp.com