

Privacy Policy

Last updated: October 28, 2025

1. Introduction

Coastal Wilds (“we”, “our”, “us”) is committed to protecting the privacy of visitors and users of our website (<https://www.coastalwilds.org/>) and related services. This Privacy Policy explains what information we collect, how we use it, how we share it, and the rights and choices available to you.

2. Information We Collect

We may collect the following types of information: **Personal Information:** Name, email address, postal address, phone number, date of birth (if needed for bookings), and payment information (processed through secure third-party payment providers). **Usage Information:** Information about how the website or services are accessed and used—such as IP address, browser type, pages viewed, time spent, referring/exit pages, and timestamps. **Cookies & Tracking Technologies:** We may use cookies, web beacons, analytics tools, and other tracking technologies to understand and improve website performance, remember preferences, and deliver targeted communications. **Other Information:** If voluntarily provided (e.g., through feedback forms, surveys, or social media interactions), we may collect additional information such as guest remarks, preferences, and special requests.

3. How We Use the Information

We use the information we collect for the following purposes: - To process bookings, transactions, and attendance at our facilities and events. - To send confirmation emails, updates, newsletters (where consent is given), and customer service communications. - To improve, maintain, and personalize our website, services, and user experience. - To analyze website usage, measure traffic, and monitor trends. - To send promotional offers and updates, unless you opt out. - To comply with legal obligations and protect the rights, property, or safety of Coastal Wilds, our visitors, staff, or animals.

4. How We Share Information

We do not sell your personal information. We may share information in the following circumstances: - With service providers and business partners who assist with payment processing, email communications, bookings, or website hosting. These parties are contractually obligated to protect your data. - With legal authorities if required by law, regulation, or valid legal request, or to protect the rights, property, or safety of Coastal Wilds, our visitors, or others. - In a business transfer, such as a merger, acquisition, or asset sale. We will notify you if your personal information becomes subject to a change in ownership or use. - With your consent or at your direction.

5. Cookies and Tracking Technologies

We use cookies and similar technologies for the purposes described above (see Section 2). You can adjust your browser settings to disable cookies; however, doing so may limit certain features of the website.

6. Data Retention

We retain personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy unless a longer period is required by law. We may retain data to comply with legal obligations, resolve disputes, and enforce agreements.

7. Security

We implement reasonable administrative, technical, and physical safeguards designed to protect the personal information we collect. However, no online system can be guaranteed 100% secure, and we cannot ensure absolute protection against all risks.

8. Children's Privacy

Our website and services are not intended for children under 13 years of age (or relevant age in your jurisdiction). We do not knowingly collect personal information from children. If we discover we have collected such information without parental consent, we will delete it promptly.

9. Your Rights & Choices

Depending on your jurisdiction, you may have the right to: - Access the personal information we hold about you. - Correct or update your information. - Request deletion of your personal information. - Withdraw consent (where processing is based on consent). - Object to or restrict certain types of processing. - Opt out of receiving marketing communications. To exercise these rights or to ask questions, contact us using the details below.

10. Third-Party Links

Our website may contain links to third-party websites or services not operated by us. We are not responsible for their privacy practices and encourage you to review their respective privacy policies.

11. International Transfers

If you are visiting our website from outside the United States, please note that your information may be transferred to, stored, and processed in the U.S. By using our website and services, you consent to such transfers.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be reflected by the updated "Last updated" date at the top. We encourage you to review this page from time to time to stay informed.

13. Contact Us

If you have questions about this Privacy Policy or would like to exercise your rights, please contact: Coastal Wilds 34215 Peppers Corner Road Frankford, DE 19945 Email: info@coastalwilds.org Phone: 302-829-1548