

Zero Guide Fees Privacy Policy

Effective Date: August 13, 2026

Last Updated: August 13, 2026

Zero Guide Fees, LLC (“Zero Guide Fees,” “ZGF,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information when you visit our websites, communicate with us, use our services, interact with our social media pages, or otherwise provide information to Zero Guide Fees.

This Privacy Policy applies to information collected through zeroguidefees.com, our membership and customer-service systems, Facebook and Messenger interactions, email, text messages, telephone communications, website forms, and other services or communication channels operated by or on behalf of Zero Guide Fees.

By using our website or providing information to us, you acknowledge the practices described in this Privacy Policy.

1. Information We Collect

The information we collect depends on how you interact with Zero Guide Fees.

Information You Provide to Us

We may collect information you voluntarily provide, including:

Name

Email address

Mailing address

Telephone number

Account or membership information

Hunting application information

State residency information

Hunting preferences

Species and hunt preferences

Bonus or preference point information

Application history

Information necessary to assist with hunting applications or membership services

Payment and transaction-related information

Customer-service communications

Survey or promotional responses

Information submitted through website forms

Information contained in emails, text messages, Facebook Messenger messages, or other communications with us

Other information you choose to provide

Payment information may be processed by third-party payment processors. Zero Guide Fees may not directly store complete payment-card information when payments are processed through such providers.

Information Collected Automatically

When you visit our websites or use certain online services, we and our service providers may automatically collect information such as:

IP address

Browser type

Device type

Operating system

Referring website

Pages viewed

Dates and times of visits

Website interactions

Cookie and similar technology information

General geographic information derived from an IP address

We may use cookies, analytics tools, pixels, and similar technologies to operate our website, understand how visitors use it, improve our services, and measure marketing performance.

2. Facebook, Messenger, and Social Media Information

When you interact with the Zero Guide Fees Facebook Page or send Zero Guide Fees a message through Facebook Messenger or another social media service, we may receive information provided by that platform.

Depending on the platform and your interaction, this may include:

Your name or social media profile name

Publicly available profile information

Your message content

Images, files, or attachments you send

The date and time of communications

Information about your interaction with our Page or account

Platform identifiers associated with the conversation

Zero Guide Fees may use third-party technology providers to receive, route, organize, process, and manage these communications.

For example, a message sent to the Zero Guide Fees Facebook Page may be received through services provided by Meta Platforms, Inc., routed or processed through an automation service such as Make, and delivered to an internal communication system such as Slack so authorized Zero Guide Fees personnel can review and respond to the communication.

These systems are used to help us manage customer inquiries, provide customer service, maintain communication records, and improve our response process.

Your use of Facebook, Messenger, or another third-party platform is also subject to that platform's own privacy policy and terms. Zero Guide Fees does not control how those platforms independently collect or use your information.

3. How We Use Information

We may use personal information for purposes including:

Providing and administering Zero Guide Fees memberships and services

Responding to customer inquiries

Communicating with members and prospective members

Assisting with hunting application processes

Maintaining account, membership, and application records

Providing application reminders and deadline information

Processing transactions and payments

Providing customer support

Responding to Facebook Messenger and social media inquiries

Sending service-related emails and text messages

Sending marketing or promotional communications where permitted

Personalizing communications and services

Improving our website, services, membership experience, and customer support

Analyzing website and marketing performance

Preventing fraud, misuse, or security incidents

Maintaining business and accounting records

Enforcing agreements and policies

Complying with applicable legal or regulatory requirements

Protecting the rights, safety, property, and interests of Zero Guide Fees, our customers, and others

4. Email and Text Communications

If you provide us with an email address or telephone number, we may use that information to communicate with you regarding your account, membership, applications, deadlines, payments, customer-service matters, and other services you request.

Where permitted, we may also send promotional or marketing communications.

You may unsubscribe from promotional emails by using the unsubscribe instructions contained in those communications.

You may opt out of promotional text messages by following the opt-out instructions provided in the message, such as replying STOP, where applicable.

Opting out of promotional communications may not prevent us from sending necessary transactional, account, application, membership, payment, or customer-service communications.

5. How We Disclose Information

Zero Guide Fees may disclose personal information to third parties when reasonably necessary to operate our business and provide services.

These third parties may include:

Website hosting and technology providers

Cloud storage providers

Customer relationship management providers

Email and text-message service providers

Payment processors

Analytics providers

Marketing and advertising providers

Application and business automation providers

Communication and collaboration platforms

Social media platforms

Hunting application or licensing-related service providers

Outfitters, guides, or other service providers when necessary to provide a member benefit or requested service

Professional advisers such as attorneys, accountants, auditors, or consultants

Government agencies or other parties when required or permitted by law

Service providers may process information on our behalf to perform services for Zero Guide Fees.

For example, customer communications may be processed using services provided by companies such as Meta, Make, Slack, or other technology providers used by Zero Guide Fees.

6. Sale of Personal Information and Targeted Advertising

Zero Guide Fees does not sell personal information in exchange for money in the ordinary meaning of the word “sell.”

Certain privacy laws may define “sale,” “sharing,” or “targeted advertising” more broadly and may treat some uses of advertising, analytics, cookies, or similar technologies as regulated activities.

Where applicable law provides a right to opt out of such processing, Zero Guide Fees will honor applicable requests as required by law.

Questions or requests may be submitted to support@zeroguidefees.com.

7. Cookies and Similar Technologies

Zero Guide Fees and our service providers may use cookies, pixels, analytics tools, and similar technologies.

These technologies may be used to:

- Operate website features

- Remember preferences

- Understand website traffic

- Measure website performance

- Understand how visitors interact with our website

- Measure advertising effectiveness

- Improve our marketing and services

Your browser may allow you to block or delete cookies. Blocking certain cookies may affect website functionality.

8. Data Retention

Zero Guide Fees retains personal information for as long as reasonably necessary for the purposes for which it was collected and for legitimate business purposes.

Retention periods may depend on factors including:

- The nature of the information

- Membership or customer-service needs

- Hunting application records

- Transaction and accounting requirements

- Contractual obligations

Legal and regulatory requirements

Fraud prevention and security

Dispute resolution

Enforcement of agreements

Backup and system-management requirements

Information that is no longer reasonably necessary may be deleted, anonymized, or otherwise disposed of in accordance with our practices and applicable requirements.

9. Data Security

Zero Guide Fees uses reasonable administrative, technical, and organizational measures designed to protect personal information against unauthorized access, disclosure, alteration, loss, or misuse.

However, no website, electronic transmission, communication platform, or information-storage system can be guaranteed to be completely secure.

You should use appropriate caution when sending sensitive information electronically and should never send passwords or other login credentials through Facebook Messenger, email, or other unsecured communications.

10. Your Privacy Choices and Rights

Depending on where you live and applicable law, you may have certain rights concerning your personal information.

These may include the right to:

Ask whether we process personal information about you

Request access to certain personal information

Request correction of inaccurate information

Request deletion of certain personal information

Request a copy of certain information you provided

Opt out of certain uses of personal information for targeted advertising

Opt out of certain sales or sharing of personal information where applicable

Withdraw certain consents where applicable

These rights are subject to applicable law, exceptions, verification requirements, and limitations.

To submit a privacy request, email:

support@zeroguidefees.com

Please use a subject line that identifies your request, such as:

Privacy Request

or

User Data Deletion Request

We may need to verify your identity before completing certain requests.

11. User Data Deletion Instructions

You may request deletion of personal information associated with your interactions with Zero Guide Fees, including information associated with Facebook Messenger communications.

How to Request Deletion

Email:

support@zeroguidefees.com

Use the subject line:

User Data Deletion Request

To help us locate information associated with your request, please provide:

Your full name

The email address associated with your Zero Guide Fees account, if applicable

The name associated with your Facebook or Messenger account, if the request relates to Messenger

A brief description of the information you would like deleted

Do not send passwords, payment-card numbers, or other sensitive login credentials with your request.

What Happens After We Receive Your Request

Zero Guide Fees may contact you to verify your identity or obtain additional information reasonably necessary to locate the applicable records.

After verification, we will review the request and take appropriate action regarding personal information associated with the request, subject to applicable law and information we are required or permitted to retain.

For example, certain information may need to be retained for:

Legal or regulatory compliance

Accounting and transaction records

Contractual obligations

Fraud prevention

Security

Resolving disputes

Establishing or defending legal claims

Other legitimate business purposes permitted by applicable law

Where appropriate, we will also take reasonable steps to address applicable information maintained in systems and services used to operate our business.

Facebook and Messenger Deletion Requests

If your request concerns Facebook Messenger, please specifically state that the request relates to your Facebook Messenger communications with Zero Guide Fees.

Zero Guide Fees may use Meta and third-party technology providers to receive, route, process, or manage Messenger communications.

A deletion request submitted to Zero Guide Fees applies to information controlled by Zero Guide Fees. It may not delete information independently maintained or controlled by Meta or another third party.

Requests regarding information independently controlled by Meta should be made through Meta's applicable privacy, Facebook, or account controls.

12. Children's Privacy

Zero Guide Fees' services are not directed to children under the age of 13, and we do not knowingly seek to collect personal information online from children under 13.

If we learn that we have collected personal information from a child under 13 in circumstances requiring deletion, we will take appropriate steps to delete the information.

Parents or guardians who believe a child has provided personal information to Zero Guide Fees may contact us at support@zeroguidefees.com.

13. Third-Party Websites and Services

Our website and communications may contain links to third-party websites or services.

Zero Guide Fees is not responsible for the privacy practices, security, content, or policies of third parties. We encourage you to review the privacy policies of third-party services before providing information to them.

This includes social media platforms, payment processors, state wildlife agencies, licensing systems, outfitters, guides, and other external services.

14. Business Transfers

If Zero Guide Fees is involved in a merger, acquisition, financing, reorganization, sale of assets, or similar business transaction, information may be disclosed or transferred as part of that transaction, subject to applicable law.

15. Legal Disclosures

We may disclose information when we reasonably believe disclosure is necessary or appropriate to:

Comply with applicable law, regulation, legal process, or governmental request

Protect the rights or property of Zero Guide Fees

Investigate suspected fraud or unlawful activity

Protect the safety of customers, employees, or others

Enforce our agreements or policies

Establish, exercise, or defend legal claims

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, services, technology, legal requirements, or privacy practices.

When we make changes, we will update the Last Updated date at the top of this page.

Material changes may be communicated through additional methods when appropriate.

We encourage you to review this Privacy Policy periodically.

17. Contact Zero Guide Fees

If you have questions about this Privacy Policy, our privacy practices, or a request concerning your personal information, contact:

Zero Guide Fees, LLC

Email: support@zeroguidefees.com

Phone: (833) 777-9376

Website: zeroguidefees.com

For data-deletion requests, use the email subject:

User Data Deletion Request