

# Privacy Policy

Effective December 18, 2024

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### 1. When the Privacy Policy applies

This Privacy Policy applies to the information Comcast Spectacor, LLC (“**Comcast Spectacor**”, “**we**”, “**our**”, or “**us**”) collects when you use or interact with our products, services, venues, websites, mobile applications, and business entities (collectively, the “**Services**”). Our business entities include the Philadelphia Flyers, Philadelphia Wings, Wells Fargo Center, and Flyers Training Center. When the term “Comcast Spectacor” is used in this Privacy Policy, it refers to any and all of these business entities.

#### Learn more about when this Privacy Policy applies

This Privacy Policy does not apply to non-Comcast Spectacor websites or services that state that they are offered under a different Privacy Policy, or content posted by players under their individual platforms. Please review the privacy policy on those websites and services directly to understand their privacy practices.

If you apply for employment with Comcast Spectacor, please see our Candidate Privacy Policy at <http://comcastspectacor.com/download/28983>.

### 2. The personal information we collect and how we collect it

To provide you with our Services, we collect your personal information. Depending on the nature of your interaction with Comcast Spectacor, this information may include your name, email address, and payment card information. We may also collect information about you from third parties, as well as automatically on our online Services through cookies and other tracking technologies.

#### Learn more about the information we collect and see examples

*DIRECTLY FROM YOU WHEN YOU INTERACT WITH US OR PROVIDE US WITH INFORMATION*

- *Account information*, such as your name, email address, selected password, and usage preferences, which may include signing up for communications from us.
- *Contact information*, including your telephone number, email address, mailing address, and any other information you choose to include when you communicate with us via email, mail, phone or other channels.
- *Incident information*, such as injury and medical information if you need first aid or other medical services at a Comcast Spectacor venue or event.
- *Payment information*, including payment information and transaction history if you engage in a transaction through the Services.
- *Personal details*, such as your name, date of birth, gender, and military or veteran status.
- *Your image*, including CCTV footage of you if you attend an event at one of our venues.
- *Any additional information you choose to provide us*, including questions and feedback.

#### *AUTOMATICALLY FROM YOU WHEN YOU INTERACT WITH OUR ONLINE SERVICES*

- *Device information and online user activity* when you utilize our online Services, as described in Cookies and information collected by automated means.

#### *FROM THIRD PARTIES*

- *Information about the marketing and advertisements you have seen or clicked on* from online advertising companies.
- *Information about your interests, contact information, demographic information, and marketing inferences* from social networks and other sources of publicly available data.
- *Your name, contact information, and purchase history* from business partners, such as Ticketmaster, the National Hockey League (the “NHL”), concession providers, and auction providers.
- *Your name and contact information* if someone transfers a Comcast Spectacor ticket to you.

Some of this information may be collected by external parties on our behalf. For example, we use a payment processor when you engage in a transaction with us; Comcast Spectacor does not itself collect or store payment card information.

If you attend an event at one of our venues, third parties, including media outlets, may record activity within the venue. This activity may capture photographs or video of you and is subject to the third party’s privacy policy.

If you provide us with personal information regarding another individual, you represent that you have that person’s consent to give us his or her information and to permit us to use the information in accordance with this Privacy Policy.

### **3. Cookies and information collected by automated means**

When you use or interact with our online Services, certain information about your use of our online Services is automatically collected via cookies and other tracking technologies. These cookies and tracking technologies may be operated by our partners or vendors who assist us in collecting information about usage of the online Services, serving ads, and security and fraud prevention.

#### **Learn more about our use of cookies and other tracking technologies**

When you use our online Services, certain information is automatically collected from you. This information includes:

- IP address, device identifiers, device type, and network equipment address when devices connect to our online Services.
- User activity information on our online Services, such as the date, time, and length of visits, specific pages or content accessed during the visits, search terms, frequency of the visits, and referring website address.
- Information about your visits to our online Services and information generated in the course of using our online Services, such as mouse movements, clicks, page visits, text entered, how long you spent on a page, and other details of your actions on our online Services.

To manage your cookie preferences, please click the Cookie Preferences link in the footer to set your preferences. Please note that you will need to set preferences on each device you use to visit our online Services. You can disable email cookies by rejecting the download of images in the email.

You can also use a browser that offers you the ability to use the Global Privacy Control to communicate your privacy preferences when you visit our online Services; please note this will not affect how we process your information when you interact with our Services. Because definitions and rules for “Do Not Track” have not yet been established, including whether such signals must be user-enabled, Comcast Spectacor does not yet respond to “Do Not Track” signals.

The Philadelphia Flyers page on the NHL.com website uses cookies and similar technologies, the placement of which is controlled by NHL.com. Please see the NHL Privacy Policy (<https://www.nhl.com/info/privacy-policy>) for more information and <https://www.nhl.com/info/cookie-settings> to control your cookie preferences.

### **4. How and when we use information**

We use the personal information we collect to provide our Services and communicate with you. We also use it to improve our Services, develop new products and services, send marketing offers, comply with our legal obligations, and monitor the performance of the online Services.

#### **Learn more about our uses of your information and see examples**

##### *PROVIDE THE SERVICES*

- Create and maintain your account

- Manage transactions and purchases
- Administer sweepstakes, auctions, and contests
- Facilitate participation in programs and events

#### *COMMUNICATE WITH YOU*

- Respond to inquiries, requests, and questions
- Send you Services-related announcements, surveys, and important notices
- Personalize communications and your experience

#### *UNDERSTAND YOUR USE OF AND MAKE IMPROVEMENTS TO THE SERVICES*

- Improve and grow our business
- Understand our consumer base and use of our Services
- Identify and develop new products and services
- Conduct internal research and reporting, data analytics, and other business analyses

#### *PROVIDE RECOMMENDATIONS AND DELIVER RELEVANT ADVERTISING*

- Market the Services
- Design and administer marketing campaigns
- Tailor the content we display to you on the online Services

#### *MANAGE, MAINTAIN, AND ADMINISTER THE SERVICES*

- Diagnose or fix technology problems
- Monitor the performance of the online Services

#### *COMPLY WITH LAW AND OTHER OBLIGATIONS*

- Investigate, detect, and prevent illegal activities or unauthorized use of the Services
- Protect the health and safety of our customers, employees, and the general public
- Protect our rights, our personnel, and our property
- Comply with law enforcement or other legal requests
- Defend against legal claims or other demands
- Engage in risk management activities

We may use and share information in an aggregated or de-identified manner data at our discretion, including for research, analysis, modeling, marketing, and improvement of our Services.

### **5. When and with whom we share information**

We share personal information with others when it is needed to provide you with our Services. We may also share personal information when required by law or to respond to legal process, or in the event of a merger, acquisition, or sale of our business.

We may also share information with cookie partners, which you can opt out of. This occurs when you interact with our online Services that contain third-party cookies and other tracking technologies. To learn more about this, see Cookies and information collected by automated means.

## **Learn more about when and with whom we share information**

### *COMCAST FAMILY OF BUSINESSES*

- We share personal information within the Comcast family of businesses for purposes consistent with this Privacy Policy to carry out general business management, such as audits and budget development, and as permitted by law.

### *SERVICE PROVIDERS*

- To provide and support the Services, we share personal information with service providers. These service providers include payment processors, ticketing providers, communications and customer service, IT services, shipping providers, ecommerce platform providers, accounting, auditing, and tax providers, and other professional services.

### *ADVERTISING PARTNERS*

- We share information with online advertising partners who may use cookies or other tracking technologies to deliver personalized advertising to you when you visit the online Services and to others who may be interested in the Services, including advertising based on the products or services you have viewed. These partners may use tracking technologies to collect or receive information from the online Services and elsewhere on the internet and use that information to provide measurement services and target ads. Partners may allow other companies to access information about you so that they may market other products you may be interested in.

You may be able to prevent third parties from using your information for interest-based advertisements across the internet by visiting <http://www.networkadvertising.org/> or <http://www.aboutads.info/>. Please note this does not opt you out of being served ads, nor will it prevent the receipt of interest-based advertising from other companies that do not participate in these programs.

You may also opt-out of some third-party cookies by visiting their opt-out pages. These are examples of our cookie providers, but the list is not exhaustive. In addition, we are not responsible for the effectiveness of any of these opt-out mechanisms:

- We use Google Analytics to collect usage details. You can learn more about privacy and Google Analytics here (<https://support.google.com/analytics/answer/6004245>), and opt out of collection of your data by using the Google Analytics Opt-out Browser Add-on (<https://tools.google.com/dlpage/gaoptout>).
- We use Google Ads and Facebook Pixel to customize our advertising and to serve you ads based on your browsing behavior. Visit to learn more about Google Ads (<https://policies.google.com/privacy>) and Facebook Pixel (<https://www.facebook.com/privacy/policy>). You can opt out of personalized advertising

through Google's Ad Settings (<https://adssettings.google.com/>) and Facebook's Ad Settings (<https://www.facebook.com/settings>).

- We may also share personal information with advertising partners to generate a "lookalike audience" of prospective consumers of our Services. To opt-out of this sharing with our advertising partners, please send an email to [privacy@comcastspectacor.com](mailto:privacy@comcastspectacor.com) and include "opt-out" in the subject line.

#### *ANALYTICS COMPANIES*

- We work with analytics partners to help us measure and analyze how you use the online Services via cookies so we can measure and improve the performance of the online Services.

#### *POTENTIAL PURCHASERS OF OUR BUSINESS*

- If we enter into any potential or actual reorganization, merger, acquisition, or sale of all or a portion of our assets, your information will be shared or transferred as part of the transaction. We cannot promise that an acquiring party or the merged entity will have the same privacy practices or treat your information the same as described in this Privacy Policy.

#### *GOVERNMENT OR OTHER ENTITIES*

- We will share your information when required by law or to protect Comcast Spectacor and others, in response to court orders, law enforcement or legal process, including for national security purposes, to establish, protect, or exercise our legal rights, as required to enforce our terms of use or other contracts, to defend against legal claims or demands, or to detect, investigate, prevent, or take action against illegal activities, fraud, or situations involving potential threats to the rights, property, or personal safety of any person.

#### *PARTNERS*

- We may offer co-sponsored events, programs, or other offerings with promotional partners. With your consent, we share your contact information with these promotional partners to send you information on products and services that may be of interest to you.

## **6. How we protect your information**

We follow industry-standard practices to secure the information we collect to protect the information we collect from unauthorized access, use, and disclosure of personal information we collect and maintain. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your personal information seriously, no security measures are 100% effective and we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information.

If you use our Services outside of the United States, you understand that we may collect, process, and store your personal information in the United States and other countries.

## **7. The choices you have to control our use of personal information**

You have choices about how we communicate with you and how we collect and share your information.

## **Learn more about your privacy choices**

### *ACCOUNT INFORMATION*

- If you have a Comcast Spectacor account, you may access your account to correct or update certain information in your account, such as your contact information.

### *MARKETING*

- *Email marketing:* If at any time you no longer wish to receive marketing communications from us, you can click the unsubscribe link at the bottom of any email.
- *SMS Marketing:* Consent to receive automated marketing text messages is not a condition of any purchase. You can opt-out of receiving commercial text messages via by responding to any of our text messages with STOP. If you opt-out, we may still send you messages regarding your purchase and other service-related communications.

## **8. Updates to this Privacy Policy**

We may change this Privacy Policy over time as our business needs change. We encourage you to review this page frequently and review the Privacy Policy for any changes. If we make material changes to this Privacy Policy that increase our rights to use personal information that we have previously collected about you, we will notify you through written, electronic, or other means so that you can make any necessary decisions about your ongoing use of our Services. The “Effective Date” at the top of this page indicates when this Privacy Policy was last revised.

## **9. How to contact us with questions**

For questions about our privacy practices, please contact us by email at [privacy@comcastspectacor.com](mailto:privacy@comcastspectacor.com) or by phone at **844-963-0293**.

## **10. Additional notice: California residents**

### **California Notice at Collection**

California law provides California residents with rights to receive certain disclosures regarding the collection, use, and sharing of personal information, rights to access, delete, and correct certain personal information we collect about them, restrict us from “selling” or “sharing” certain personal information, and limit our use of sensitive personal information. California residents have the right not to receive discriminatory treatment for the exercise of these privacy rights.

### **Learn more about your rights if you are a California resident and how to exercise them**

#### *Collection, use, and retention of personal information*

The following chart describes our practices with regard to the collection, use, and retention of your information if you are a California consumer, including a customer, website visitor, or business contact. The

categories we use to describe the information are those listed in California law. Some of the categories include very different types of information within the same category and certain personal information may fall into multiple categories. How we use and how long we keep the information within each category will vary, and not all types of information within the same category will be used for all the purposes listed.

California law also requires us to provide information regarding the criteria we use to determine the length of time for which we retain personal information. We utilize the following criteria to determine the length of time for which we retain personal information:

- The business purposes for which the information is used, and the length of time for which the information is required to achieve those purposes;
- Whether we are required to retain the information type in order to comply with legal obligations or contractual commitments, to defend against potential legal claims, or as otherwise necessary to investigate theft or other activities potentially in violation of our policies and procedures applicable to you or against the law, to ensure a secure online environment, or to protect health and safety;
- The privacy impact of ongoing retention on you; and
- The manner in which information is maintained and flows through our systems, and how best to manage the lifecycle of information in light of the volume and complexity of the systems in our infrastructure.

Individual pieces of personal information may exist in different systems that are used for different business or legal purposes. A different maximum retention period may apply to each use case of the information. Certain individual pieces of information may also be stored in combination with other individual pieces of information, and the maximum retention period may be determined by the purpose for which that information set is used.

Category	Required Information
Personal Identifiers	<p><u>Examples of what we collect:</u> Name, email address, physical address, unique identifiers (such as those assigned in cookies).</p> <p><u>Sources:</u> Directly from you; third parties.</p> <p><u>Purpose of collection and use:</u> All purposes listed in How and when we use information.</p>
Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))	<p><u>Examples of what we collect:</u> Telephone number, credit card number, medical information.</p> <p><u>Sources:</u> Directly from you; third parties.</p> <p><u>Purpose of collection and use:</u> All purposes listed in How and when we use information.</p>
Protected Classifications	<p><u>Examples of what we collect:</u> Race, gender.</p> <p><u>Sources:</u> Directly from you.</p> <p><u>Purpose of collection and use:</u> All purposes listed in How and when we use information.</p>
Commercial information	<p><u>Examples of what we collect:</u> Transaction information, products or services purchased.</p> <p><u>Sources:</u> Directly from you; third parties.</p>

	<u>Purpose of collection and use:</u> All purposes listed in How and when we use information.
Internet or other similar network activity	<u>Examples of what we collect:</u> Unique numerical identifier, cookie or tracking pixel information, device ID, browsing history, search history, IP address, interaction with a website, interaction with advertisement. <u>Sources:</u> Automatically from you; third parties. <u>Purpose of collection and use:</u> All purposes listed in How and when we use information.
Audio, electronic, visual, thermal, olfactory, or similar information	<u>Examples of what we collect:</u> Video taken by security cameras if you visit a Comcast Spectacor venue. <u>Sources:</u> Directly from you. <u>Purpose of collection and use:</u> All purposes listed in How and when we use information.
Sensitive information	<u>Examples of what we collect:</u> Password or credentials allowing access to an account. <u>Sources:</u> Directly from you. <u>Purpose of collection and use:</u> All purposes listed in How and when we use information.
Inferences drawn from other personal information	<u>Examples of what we collect:</u> Interests, preferences, consuming tendencies. <u>Sources:</u> Created about you based on information you provide; third parties. <u>Purpose of collection and use:</u> All purposes listed in How and when we use information.

We do not collect the following categories from our California consumers: biometric information, geolocation data, professional or employment related information, and education information.

Disclosures to third parties for a business purpose

All enumerated categories listed above may be disclosed for a business purpose to service providers and contractors, which are companies or individuals that we engage to conduct activities on our behalf.

Sharing and sale of personal information and right to opt out

California law requires us to provide you with information regarding the parties to whom we sell (disclosing personal information for monetary or other benefit) or share (disclosing personal information for purposes of cross-context behavioral advertising) your information. We sell or share your information as follows:

- *Identifiers:* Analytics partners, advertising partners.
- *Internet or other similar network activity:* Analytics partners, advertising partners.
- *Commercial information:* Advertising partners.

We may disclose your information in other ways that are not considered sales under the law. Please see When and with whom we share information for more information about how we share your information.

You have the right to opt out of the sale and/or sharing of your personal information to third parties. Like many companies, we use cookies and other tracking technologies to improve our Services, optimize and

analyze your experience, and serve ads relevant to your interests. Some of these uses may be considered a “sale” or “sharing” of your personal information. To opt-out of these uses, click the Cookie Preferences link on the bottom of this page and set your preferences. To opt-out of other sales of your personal information, please send an email to [privacy@comcastspectacor.com](mailto:privacy@comcastspectacor.com) and include “opt-out” in the subject line.

Please note that your right to opt out does not apply to our sharing of personal information with service providers.

#### *Right to know, right to request correction, and right to request deletion of information*

As a California resident, you have the right to request that we provide access to information we collect, use, and sell, as well as the right to request that we delete certain personal information we have collected from you. If we hold personal information that is inaccurate, you have the right to request that we correct this information. You or your authorized agent may submit a request to exercise your rights by visiting the Privacy Rights Request Form (<https://comcastspectacor.com/notices/privacy/rights-request-form/>), or by calling us at 844-963-0293.

For your security and to ensure unauthorized third parties do not access your personal information, we will require you to verify your identity before we can act on your request. We do this by asking you to provide personal identifiers we can match against information we may have collected from you previously and confirm your request using the email account stated in the request.

There may be information we will not return in response to your access request, such as information that would affect the privacy of others or interfere with legal requirements. Similarly, there may be reasons why we cannot comply with your deletion request, such as the need to keep your personal information to provide you service or to fulfill a legal obligation.

#### *Right to restrict use of sensitive personal information*

As a California resident, you have the right to request that we restrict our use of your sensitive personal information. Since we only process your sensitive personal information for purposes allowed by law, we do not offer an option to limit further processing.

### **11. Additional notice: Delaware residents**

Residents of Delaware have the right to access, correct, and delete certain personal information we collect about them, as well as the right to opt out targeted advertising and the sale of their personal information. While Delaware residents have the right to opt out of automated profiling that would produce legal or other similarly significant effects, we do not use personal information to make automated decisions in any situation where you would have a legal right to opt out. You also have a right not to receive discriminatory treatment for the exercise of your privacy rights.

You can submit a request to access, correct, or delete your personal information through the Privacy Rights Request Form (<https://comcastspectacor.com/notices/privacy/rights-request-form/>). If we deny your request, you have the right to appeal our decision through the Privacy Rights Request Form (<https://comcastspectacor.com/notices/privacy/rights-request-form/>).

To opt-out of targeted advertising and the sale of personal information via cookies, please click the Cookie Preferences link on the bottom of this page and set your preferences. To opt-out of other sales, please send an email to [privacy@comcastspectacor.com](mailto:privacy@comcastspectacor.com) and include “opt-out” in the subject line.

#### **12. Additional notice: Nevada residents**

Residents of Nevada have the right to opt out of the sale of certain pieces of their information to third parties who will sell or license their information to others. Like many companies, we use cookies and other tracking technologies to improve our Services, optimize and analyze your experience, and serve ads relevant to your interests. To manage your cookie preferences, please click the Cookie Preferences link at the bottom of this page to set your preferences. Please note that you will need to set preferences on each device you use to visit our online Services.

#### **13. Additional notice: New Jersey residents**

Residents of New Jersey have the right to access, correct, and delete certain personal information we collect about them, as well as the right to opt out targeted advertising and the sale of their personal information. While New Jersey residents have the right to opt out of automated profiling that would produce legal or other similarly significant effects, we do not use personal information to make automated decisions in any situation where you would have a legal right to opt out. You also have a right not to receive discriminatory treatment for the exercise of your privacy rights.

You can submit a request to access, correct, or delete your personal information through the Privacy Rights Request Form (<https://comcastspectacor.com/notices/privacy/rights-request-form/>). If we deny your request, you have the right to appeal our decision through the Privacy Rights Request Form (<https://comcastspectacor.com/notices/privacy/rights-request-form/>).

To opt-out of targeted advertising and the sale of personal information via cookies, please click the Cookie Preferences link on the bottom of this page and set your preferences. To opt-out of other sales, please send an email to [privacy@comcastspectacor.com](mailto:privacy@comcastspectacor.com) and include “opt-out” in the subject line.