

Privacy Policy

Effective Date: September 1, 2024

Last Updated: August 24, 2026

1. Introduction

Triumph Association, LLC ("Triumph," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we may collect, use, disclose, and protect information when you visit our website, request resources, submit forms, communicate with us, or use our educational and parent advocacy services.

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

2. Information We May Collect

Depending on how you interact with Triumph, we may collect information that you voluntarily provide, including:

- Your name, email address, telephone number, mailing address, and other contact information.
- Information submitted through resource request forms, consultation requests, contact forms, surveys, or other website forms.
- Information you provide when purchasing a product or service or communicating with us about billing or customer support.
- Messages, questions, documents, or other information you choose to provide in connection with educational advocacy or consultation services.

We may also receive technical information automatically when you use the website, such as browser type, device information, IP address, pages visited, referral information, and general website usage data, depending on the technologies and services enabled on the site.

3. How We Use Information

We may use information we collect to:

- Provide requested guides, resources, services, consultations, and customer support.
- Respond to questions, requests, complaints, and privacy inquiries.
- Operate, maintain, secure, and improve our website and services.
- Process transactions and maintain appropriate business records.
- Send administrative communications related to a request, purchase, or service.
- Send educational updates, newsletters, promotional emails, or text messages when you have provided the consent required for those communications.
- Comply with applicable legal obligations and protect the rights, safety, and integrity of Triumph, our users, and others.

4. Email and Text Communications

If you request a resource by email, we may use the email address you provide to deliver that resource and communications directly related to your request. Promotional or recurring marketing communications will be handled in accordance with the consent choices presented to you.

If Triumph offers SMS or text messaging and you opt in, message frequency may vary and message and data rates may apply. You may opt out of text messages by replying STOP. You may request assistance by replying HELP or contacting us at support@triumphassociation.com. Consent to receive marketing text messages is not a condition of purchase.

5. Cookies, Analytics, and Similar Technologies

Our website may use cookies, analytics tools, pixels, or similar technologies to support website functionality, understand site usage, improve performance, and measure the effectiveness of communications or marketing. The specific technologies used may change as our website and service providers change. You may be able to manage cookies through your browser settings or any cookie controls made available on the website.

6. How Information May Be Shared

We do not sell personal information to advertisers. We may share information with service providers that help us operate our business, such as website hosting, email delivery, customer relationship management, payment processing, analytics, scheduling, or other technology providers. These providers may process information only as needed to perform services for Triumph and subject to their own legal and contractual obligations.

We may also disclose information when reasonably necessary to comply with law, legal process, regulatory requirements, protect rights or safety, investigate misuse, or complete a business transaction such as a merger, reorganization, or transfer of assets.

7. Payment Information

If you purchase a product or service, payment information may be processed by a third party payment processor. Triumph may receive transaction details necessary to confirm and administer the purchase, but payment card information may be handled directly by the payment processor rather than stored by Triumph.

8. Data Retention and Security

We retain personal information for as long as reasonably necessary for the purposes described in this Policy, to maintain business and transaction records, resolve disputes, enforce agreements, and satisfy legal or regulatory obligations. Retention periods may vary depending on the type of information and the reason it was collected.

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information. No website, electronic transmission, or storage system can be guaranteed to be completely secure.

9. Your Choices and Privacy Requests

You may contact us to ask questions about your information or request that we update, correct, or delete information, subject to applicable law and legitimate recordkeeping obligations. You may unsubscribe from marketing emails using the unsubscribe option included in those messages.

Privacy requests may be sent to support@triumphassociation.com. We may need to verify your identity before completing certain requests.

10. Children's Privacy

Triumph provides resources that may relate to children and education, but this website is directed to parents, guardians, educators, and other adults. We do not knowingly seek to collect personal information directly from children under 13 through the website without appropriate authorization. If you believe a child has provided personal information to us improperly, please contact us.

11. Third Party Websites and Services

Our website may contain links to third party websites, platforms, payment processors, or services. Triumph does not control the privacy practices of third parties. We encourage you to review the privacy policies of any third party service you use.

12. Changes to This Privacy Policy

We may update this Privacy Policy as our website, services, technology, or legal obligations change. The revised Policy will be posted with an updated effective date. Your continued use of the website after an update is subject to the revised Policy.

13. Contact Us

Questions or privacy requests may be directed to:

Triumph Association, LLC
6000 Poplar Ave., Suite 250
Memphis, TN 38119
Email: support@triumphassociation.com
Phone: (888) 559-8463