

GOOD CHARLOTTE – PRIVACY POLICY (UNITED STATES)

EFFECTIVE DATE - June 9th, 2025

This Privacy Policy describes how Good Charlotte and its affiliates (“Good Charlotte,” “we,” “us,” or “our”) collect, use, and share your personal information when you interact with us through our websites, mobile apps, online store, fan club, and other digital platforms (collectively, the “Services”).

Please read this Privacy Policy carefully to understand how we handle your personal information. By using our Services, you agree to the collection, use, and sharing of your information as described here.

1. Information We Collect

We collect information that identifies, relates to, describes, or is capable of being associated with you. This includes:

a. Information You Provide Directly:

- Contact info (name, email address, phone number, mailing address)
- Payment information (through our third-party payment processors)
- Fan club and newsletter sign-ups
- Event RSVPs or contest entries
- Customer service communications
- Merchandise purchases

b. Automatically Collected Information:

When you visit our website or use our Services, we may automatically collect:

- Device and browser information
- IP address
- Usage data (pages viewed, time spent, clicks)
- Location data (based on your device or IP address)

c. Information from Third Parties:

We may receive information from social media platforms, marketing partners, and ticketing or merchandise providers when you engage with Good Charlotte content through those services.

2. How We Use Your Information

We use your information to:

- Provide and improve our Services
 - Process and fulfill orders and fan club subscriptions
 - Communicate with you about shows, releases, merch, and exclusive offers
 - Send marketing and promotional messages (only if you opt in)
 - Respond to inquiries and provide support
 - Analyze and enhance user experience
 - Prevent fraud and enforce our terms
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3. Sharing of Information

We may share your information with:

- **Vendors and service providers** (e.g., hosting, email, payment processing, ticketing, merchandise fulfillment)
- **Marketing partners**, if you've opted in to receive promotional content
- **Law enforcement or legal entities**, when required to comply with legal obligations
- **Other fans**, only if you publicly submit content (e.g., comments, fan art) on our platforms

We do not sell your personal information.

4. Your Rights and Choices

You have rights regarding your personal information, including:

- Opting out of promotional emails (via unsubscribe links)
- Accessing or updating your personal information
- Requesting deletion of your information, where applicable

To exercise these rights, contact us at shop@goodcharlotte.com

5. Cookies and Tracking Technologies

We use cookies and similar technologies to operate and improve our Services, understand usage, and personalize content. You can manage cookie settings through your browser.

6. Children's Privacy

Our Services are not directed to children under 13, and we do not knowingly collect personal information from children without parental consent.

7. Third-Party Links

Our Services may link to third-party sites (e.g., Spotify, YouTube, TikTok). We are not responsible for the privacy practices of these sites.

8. Data Security

We take reasonable steps to protect your personal information, but no system is 100% secure. Please use caution when sharing information online.

9. Changes to This Policy

We may update this Privacy Policy occasionally. When we do, we'll revise the "Effective Date" at the top. Your continued use of our Services means you accept the updated terms.