

Privacy Policy

Last updated: 10/14/2025

City of Lake Forest Illinois operates the LF-Rec mobile application (the "App").

This Policy governs the collection, use, and disclosure of personal data when you use our App and the choices you have associated with that data. Your use of the App is provided subject to the terms and conditions of this Policy. Please read this Policy carefully as use of the App constitutes acceptance of these terms and conditions.

1. Information Collection and Use

We do not ask users to provide any personal data to use the LF-Rec App. However, we may collect certain information by automated means when you use the App, including Personal Data and Usage Data, as described below.

2. Personal Data

The App may automatically collect personal data, including a user's name, email address, telephone number, username, and password ("Personal Data"). We may use Personal Data we obtain in connection with the App to, among other things:

- Create and manage your online account and respond to your inquiries;
- Communicate with you through the App, by email, text message, or other means;
- Operate, evaluate, and improve our App;
- Assist third parties in the provision of products or services that you request;
- Perform data analyses to determine, among other measurements, business performance, number of registrants, channels, and app performance; and
- Comply with applicable legal requirements and industry standards and our policies.

We do not sell or otherwise disclose Personal Data, except as described in this Privacy Policy or otherwise disclosed to you at the time the Personal Data is collected.

Push Notifications: If you are a user of the App, you may receive notifications in the Notifications section within the App. We may send push notifications or alerts to your mobile device even when you are not logged in. You can manage your push notification preferences or deactivate these notifications at any time by turning off the notification settings in the App or in the Device Settings of your mobile device. If you choose not to receive push notifications, you will still receive In-App notifications in the Notifications section within the App.

Location Information: When you use the App and with your consent, we may collect and use your precise (or GPS) location information collected from the App to enhance your use of the App by providing you with sessions and meetings nearby. Please note that turning off location services may affect or limit certain features of our App.

3. Usage Data

While using our App, we may collect information by automated means that your device sends (“Usage Data”). This Usage Data may include information such as your device's Internet Protocol (“IP”) address, device type, operating system, and other diagnostic data. This data is used to help us understand how the App is being used and to improve the user experience. We may use third-party website analytics tools on our App that employ cookies to collect certain information concerning your use of our App. You can disable cookies by changing your App settings. If you choose to disable cookies, you may not be able to fully experience the interactive features of the App.

This information is not linked to any personal data and cannot be used to identify you. We do not sell or otherwise disclose Usage Data, except as described in this Privacy Policy or otherwise disclosed to you at the time the Usage Data is collected.

4. Data Security

The security of your data is important to us. We maintain appropriate administrative, technical, and physical safeguards to protect data we collect against accidental or unlawful destruction, accidental loss, unauthorized alteration, unauthorized disclosure or access, misuse, and any other unlawful form of processing of the data in our possession.

Please note that no data collection or transmission can be guaranteed to be 100% secure. Therefore, while we strive to protect the data in our possession, we cannot guarantee or warrant the security of any data transmission. You agree that we shall have no liability to you for any loss, unauthorized disclosure, or corruption of any such data, and you hereby waive any right of action against us arising from any such loss, unauthorized disclosure, or corruption of such data.

5. Service Providers

We may employ third-party companies and individuals for the following purposes:

- To facilitate our App;
- To provide the App on our behalf;
- To perform App-related services; or
- To assist us in analyzing how our App is used.

In some instances, these third-party service providers may collect information directly from you on our behalf. We do not authorize these service providers to use or disclose the data except as necessary to perform certain services on our behalf or comply with legal requirements. We require these service providers by contract to appropriately safeguard the privacy and security of data they process on our behalf.

6. Administrative and Legal Disclosures

We may disclose Personal Data or Usage Data: (i) if we are required to do so by law or court order,

(ii) to law enforcement authorities or other government officials, (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss, or (iv) in connection with an investigation of suspected or actual fraudulent or illegal activity.

7. Links to Other Sites

Our App may contain links to other websites (“Third-Party Websites”). Links to Third-Party Websites are included solely for the convenience of users. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the privacy policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services. Inclusion of, linking to, or permitting the use or installation of any Third-Party Websites or related content do not constitute or imply any approval, endorsement, representation or warranty by the City

8. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately after they are posted on this page.

9. Indemnification and Legal Action

By using the App, you agree to indemnify, defend, and hold the City and their respective officers, employees, agents, and affiliates harmless from any liability, loss, claim and expense, including without limitation, reasonable attorneys' fees and expenses, related to or arising from your use or misuse of the App.

You agree that any legal action brought against the City, the City Council, its officers, employees, agents, attorneys or other representatives will be governed by the laws of the State of Illinois without regard to its conflict of laws provisions. User further agrees to the exclusive jurisdiction and venue of the courts of Lake County, Illinois, in all disputes arising out of, or relating to, the use of this App.

10. Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at: CityHall@CityofLakeForest.com

By using the LF-Rec App, you signify your acceptance of this Privacy Policy. If you do not agree to this policy, please do not use our App. Your continued use of the App following the posting of changes to this policy will be deemed your acceptance of those changes.

