Parent & player notice

Optional club template. Complete the [bracketed] fields and adapt to your club's requirements before sending.

[Date]

Dear parents, guardians and players,

Starting [start date], [Club name] will use C2X (Coach To Excellence) to help our coaches improve how they communicate during games and practices. C2X gives coaches feedback on praise, questions, instructions and how attention is shared across the team. It analyzes coaching communication, not a player's athletic ability.

What is recorded. A coach wears a small microphone connected to the C2X phone app. It is intended to capture the coach's voice. A close-worn noise-cancelling mic reduces background speech, but nearby voices may still be recorded. Player names mentioned by a coach, and roster information supplied by the club where enabled, may appear in transcripts and analytics even if the player's own voice is not recorded.

Who can see the information. The coach sees their transcript and debrief. Club directors receive development metrics, trends and staff summaries, not transcripts, audio or quotes. Limited authorized C2X staff and service providers may process content for support, processing and legally permitted quality-improvement work.

How the information is used. Recordings are uploaded securely and audio is stored encrypted. Audio is not sold or used for advertising. C2X does not authorize AI providers to train general-purpose models on customer recordings or transcripts. Quality-improvement use must be consistent with applicable law, permissions and choices; clubs can opt out at kelly@coach2x.com.

How long information is kept. Audio is deleted within 180 days from recording. Other account-linked identifiable information is removed within 180 days after the relevant account closes, subject to limited lawful recordkeeping exceptions. Valid requests, law, information no longer needed and earlier deadlines can require removal sooner. Only genuinely anonymous aggregate statistics may remain for service measurement and product improvement, not identifiable coach or player histories.

Before recording starts. [Club name] is responsible for required notices and permissions, including parent or guardian authorization where legally required. This letter is a notice, not a consent form. Silence is not consent. We will arrange any required consent separately before recording.

Questions, concerns or deletion. Contact [club contact name / email / phone] about recording arrangements or concerns. You may also ask C2X questions or request deletion of your child's identifiable information at kelly@coach2x.com.

Full Terms & Privacy: coach2x.com/privacy