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Privacy statement

Padel2Day BV (Chamber of Commerce 81665326), located at Boulevard 1, 3707 BK, Zeist, is responsible for the processing of personal data as described in this privacy statement.

Contact details:

Padel2Day BV

Boulevard 1, 3707 BK Zeist, Netherlands

Phone: +31 (0)30-2273160

Email: info@padel2day.org

Henri Hoetink is the Data Protection Officer for Padel2Day BV and can be reached via info@padel2day.org.

Personal data that we process

Padel2day processes your personal data because you use our services and/or because you provide them to us yourself. Below is an overview of the personal data we process:

- First and last name (you are not required to provide your full first and last name)
- Gender
- Email address
- IP address
- Phone number
- Date of birth
- Preferred padel locations and activity data on our website and mobile application
- Website usage data collected via analytical cookies (Google Analytics)
- Payment and transaction data (processed securely via our payment service provider, Stripe)
- Communication preferences (such as subscriptions to our newsletter or consent granted when following specific Padel Clubs/Organizers)

- Other personal data you actively provide (e.g., profile creation or customer support correspondence)

Special and/or sensitive personal data (Minors)

Organizers have the option to organize padel events for children. Before a child under the age of 16 can register for events on Padel2day, a parent or guardian must give one-time consent. The collection and processing of children's personal data is done in the same way as for adults. If you believe we have collected personal data about a minor without parental consent, please contact us at info@padel2day.org and we will delete this information.

Purposes and legal bases for data processing

Padel2day processes your personal data based on the following legal bases under the GDPR:

- Performance of a contract (Art. 6(1)(b) GDPR): To create and manage your account, operate your Universal Credits (UC) wallet, process payments via Stripe, register you for padel events, generate matching player profiles, and handle customer service.
- Consent (Art. 6(1)(a) GDPR): To send you our digital newsletter and marketing communications. Furthermore, when you follow a Padel Club or Organizer and explicitly grant permission, we share your email address so that specific organization can send you direct commercial communications. You can withdraw your consent at any time (either with us or directly with the relevant Padel Club/Organizer).
- Legitimate interest (Art. 6(1)(f) GDPR): To inform you about important service updates, technical modifications, platform enhancements, and to protect platform security.
- Legal obligation (Art. 6(1)(c) GDPR): To comply with statutory financial, accounting, and tax record-keeping requirements.

Retention of personal data

Padel2day does not retain your personal data longer than is strictly necessary to fulfill the purposes for which it was collected:

- Account data: Retained for 1 month after you terminate or request deletion of your account, after which your personal profile data will be permanently erased or anonymized.
- Transaction and payment records: Retained for a mandatory period of 7 years following the transaction date to comply with statutory tax and financial retention laws.

Sharing personal data with third parties

Padel2day only shares your personal data with third parties when necessary for performance of our services or to comply with legal obligations:

- Organizers and Clubs: When you register for an event, relevant profile details are shared with the Organizer to enable event execution. Additionally, if you explicitly consent when following a Padel Club or Organizer, your email address is included in data exports provided to that club for their direct marketing purposes. Each club operates as an independent data controller for its own marketing communications. You can unsubscribe from a club's marketing list directly via the unsubscribe link in their emails or by contacting the club directly. Unfollowing a club on Padel2day prevents your data from being included in future exports, but does not automatically remove you from a club's external mailing list.
- Service Providers: Necessary transaction data is shared with payment service providers (such as Stripe) for payment processing, and hosting/infrastructure data is processed by trusted partners (such as Digital Ocean).
- Legal Authorities: Data may be disclosed to supervisory authorities or law enforcement if legally required.

Where third parties act as data processors on our behalf, Padel2day concludes Data Processing Agreements (DPAs) to ensure strict confidentiality and GDPR compliance.

Data transfers outside the EEA

In some cases, your personal data may be processed by infrastructure or service providers located outside the European Economic Area (EEA) or utilizing US-based parent companies (such as Stripe, Digital Ocean, or Google). When data is transferred outside the EEA, Padel2day ensures that adequate safeguards are implemented in accordance with European privacy laws, such as relying on adequacy decisions (EU-US Data Privacy Framework) or European Commission-approved Standard Contractual Clauses (SCCs).

Cookies and tracking

Padel2day uses technical, functional, and analytical cookies (including Google Analytics) that do not infringe on your privacy. These ensure proper application functionality, user preference retention, performance tracking, and platform optimization. You can clear or block cookies at any time via your browser settings.

Your rights

You have the right to access, correct, or delete your personal data. You can manage most settings directly within your account. You also have the right to withdraw consent and object to data processing.

To exercise your rights, please submit a request to info@padel2day.org. We may ask for proof of identity to protect your privacy. Padel2day will respond within four weeks after we have been

able to verify your identity. You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).

Security

Padel2day implements appropriate technical and organizational measures to prevent misuse, loss, unauthorized access, and unwanted disclosure. If you suspect a security issue, please contact us immediately at info@padel2day.org.