

MVP Padel: Privacy Policy

25th April 2022

1. Contact Details

Name: Vanessa Benedict
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Email: vanessa@mvpadel.com

2. The type of personal information we collect

We currently collect and process the following information:

- Profile/identity data: this is data relating to your first name, last name, gender, date of birth.
- Contact data: this is data relating to your phone number, addresses, email addresses, phone numbers.
- Marketing and communications data: this is your preferences in receiving marketing information and other information from us.
- Financial data: these are your banking details e.g. your account number and sort code.
- Transactional data: this is information of details and records of all payments you have made for our services or products.
- Technical data: this is your IP address, browser type and version, time zone setting and location, operating system and platform, and other technology on the devices you use to engage with us.
- Customer support data: this includes feedback and survey responses.
- Usage data: information about how you use our website, products and services.

We also collect, use and share aggregated data such as how often customers book to play. Aggregated data could be derived from your personal information but is not considered personal information in law as this data will not directly or indirectly reveal your identity. However, if we combine or connect aggregated data with your personal information so that it can directly or indirectly identify you, we treat the combined data as personal information which will be used in accordance with this Privacy Policy.

We may also aggregate data to enable research or analysis so that we can better understand and serve you and others. For example, we may conduct research on your demographics and usage. Although this aggregated data may be based in part on personal data, it does not identify you personally. We may share this type of anonymous data with others, including service providers, our affiliates, agents and current and prospective business partners.

We do not collect any special categories of personal data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

3. How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To learn more about MVP Padel, join as a member, and book padel courts or use other MVP Padel services.
- To enquire about or enable supplier or partner relationships.
- To enquire about or enable employment or self-employed coaching relationships.
- To enquire about or enable investment.

We use the information that you have given us in order to operate our business and provide high quality services and related products to our customers.

We may share this information with our coaches and with partner organisations including landlords and commercial sponsors where we have your explicit consent.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting Vanessa Benedict.
- We have a contractual obligation.
- We have a legal obligation.
- We have a legitimate interest.

4. How we store your personal information

Your information is securely stored. We will only retain your personal information for as long as reasonably necessary to fulfil the purposes we collected it for.

5. Your data protection rights

Under data protection law, you have rights including:

- Your right of access - You have the right to ask us for copies of your personal information.

- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the details above if you wish to make a request.

6. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the details above.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>