

# THE PADEL FACTORY LTD

## GDPR PRIVACY POLICY

**Effective Date:** June 2026

### 1. Introduction

The Padel Factory Ltd ("The Padel Factory", "we", "our", or "us") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store and protect your personal information when you use our facilities, website, booking systems, or communicate with us.

This Privacy Policy is prepared in accordance with: EU General Data Protection Regulation (GDPR) 2016/679 Data Protection Act 2018 (Ireland) ePrivacy Regulations and applicable Irish legislation

### 2. Data Controller

The Padel Factory Ltd  
Airglorney Business Park  
Tuam, Co. Galway  
H54 FH28  
VAT Number: 4711713QH  
Email: padelfactorytuam@gmail.com

### 3. Information We Collect

We may collect: Name Email address Phone number Date of birth (where provided) Booking and membership information Payment information Communication history with us Website and booking platform usage data IP address and device information

### 4. How We Collect Information

Information may be collected when you: Create an account Book a court or activity Purchase products or services Contact us by email, phone or social media Subscribe to marketing communications Use our website or booking platform

### 5. How We Use Your Information

Your information may be used to: Manage bookings and memberships Provide customer support Process payments and refunds Send booking confirmations and service notifications Improve our services and facilities Meet legal and regulatory obligations Send promotional information where consent has been provided

### 6. Legal Basis for Processing

We process personal data under one or more of the following lawful bases: Performance of a contract Compliance with legal obligations Legitimate business interests Your consent

### 7. Payment Processing

Payments may be processed through third-party payment providers including Stripe. The Padel Factory Ltd does not store full payment card details on its systems.

### 8. Third-Party Service Providers

We may share data with trusted service providers including: Matchpoint booking platform Stripe payment processing services Professional accountants and advisers Technology and hosting providers Regulatory authorities where required by law We do not sell personal information to third parties.

### 9. Data Retention

Personal information is retained only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations.

### 10. Your GDPR Rights

You have the right to: Access your personal data Request correction of inaccurate information Request erasure of your data Restrict processing Object to processing Request data portability Withdraw consent at any time Lodge a complaint with the Data Protection Commission

### 11. Cookies

Our website and booking systems may use cookies to improve user experience, monitor website performance and facilitate bookings. Users may manage cookie preferences through browser settings.

### 12. Security

We implement appropriate technical and organisational security measures designed to protect personal data from unauthorised access, disclosure, alteration or destruction.

### **13. Marketing Communications**

Where consent has been provided, we may send information about events, offers, memberships and services. You may unsubscribe at any time by contacting us or using unsubscribe options provided in communications.

### **14. Children's Data**

Where junior activities are offered, personal information relating to minors will only be processed where appropriate parental or guardian consent has been obtained where required by law.

### **15. Changes to this Policy**

We may update this Privacy Policy from time to time. Any updated version will be published on our website and booking platform.

### **16. Contact Details**

For any privacy-related requests or questions please contact:

The Padel Factory Ltd  
Airglorney Business Park  
Tuam, Co. Galway  
H54 FH28  
Email: padelfactorytuam@gmail.com

**Last Updated:** June 2026