

Privacy Policy

Last updated: March 2026

SmartPlayr ("we", "our", "us") operates the SmartPlayr mobile application and website (the "Service"). This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you use the Service. By using SmartPlayr, you agree to the practices described here.

1. Information We Collect

When you use SmartPlayr, we collect information you provide directly and information generated through your use of the Service:

- **Account information:** name, email address, phone number, profile photo, password (stored hashed).
- **Payment information:** card details and billing details are collected and processed directly by our payment processor (Stripe). We do not store full card numbers on our servers.
- **Booking data:** reservations, favourites, team memberships, chat messages related to your bookings, cancellation history.
- **Device and technical data:** device model, operating system, app version, IP address, crash diagnostics (via Sentry), push notification tokens (via Firebase Cloud Messaging).
- **Location data:** with your permission, approximate device location, used to show nearby sports complexes.
- **Authentication identifiers:** when you sign in with Google or Apple, we receive the identifiers those services share with us (email, name, unique user ID).

2. How We Use Your Information

We use the information we collect to:

- Create and authenticate your account.
- Process bookings and payments, and issue refunds where applicable.
- Send booking confirmations, reminders, and service-related notifications.
- Provide customer support and respond to your enquiries.
- Operate features such as team management, chat, favourites, and notifications.
- Detect, prevent, and investigate fraud or abuse.
- Improve the Service through analytics and crash reporting.
- Comply with legal obligations.

3. Legal Bases for Processing (EEA/UK users)

Where the GDPR or UK GDPR applies, we process personal data on the following legal bases: performance of a contract (to provide the Service you request), legitimate interests (to secure, maintain, and improve the Service), consent (for optional features such as location and marketing communications), and compliance with legal obligations.

4. Payment Processing

Payments are processed by Stripe, Inc. Payment card details are transmitted directly to Stripe over an encrypted connection and are handled in compliance with PCI DSS standards. We receive only limited information such as the last four digits of the card, card brand, and authorization status. Stripe's privacy practices are described at stripe.com/privacy.

5. Location Data

With your permission, the app collects your device location to show nearby sports complexes and improve search results. Location access is optional and can be disabled at any time through your device settings. When disabled, certain features may be limited.

6. Push Notifications

We use Firebase Cloud Messaging to send push notifications about bookings, chat messages, and account activity. You can disable push notifications through your device settings.

7. Data Sharing

We share your information only in the following circumstances:

- **Facility owners:** when you make a booking, we share the information necessary to fulfil the reservation (name, contact details, booking time).
- **Service providers:** Stripe (payments), Firebase (push notifications, crash data), Sentry (error monitoring), cloud hosting providers, Google Maps (map rendering).
- **Legal requirements:** when required by law, court order, or to protect our rights and the safety of users.
- **Business transfers:** in the event of a merger, acquisition, or sale of assets, with appropriate safeguards.

We do not sell your personal data to third parties.

8. Data Retention

We retain account data for as long as your account is active. Booking and transaction records are retained for the period required by applicable accounting and tax laws (typically up to 10 years). You

may request deletion of your account at any time through the app's account settings or by contacting us; residual data may be retained only where necessary to comply with legal obligations.

9. Your Rights

Subject to applicable law, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate data.
- Request deletion of your data.
- Object to or restrict certain processing.
- Request a portable copy of your data.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with your local data protection authority.

To exercise these rights, contact us at info@smartplayr.com.

10. Children's Privacy

SmartPlayr is not directed to children under 13 (or under 16 in the EEA). We do not knowingly collect personal data from children. If we become aware that we have collected personal data from a child without verifiable parental consent, we will delete it.

11. International Data Transfers

Your data may be processed in countries other than your own. When we transfer personal data outside the EEA/UK, we rely on appropriate safeguards such as the European Commission's Standard Contractual Clauses.

12. Security

We implement technical and organisational measures designed to protect your data, including encryption in transit, encrypted credential storage on-device, and access controls. No method of transmission or storage is 100% secure; we cannot guarantee absolute security.

13. Changes to this Policy

We may update this Privacy Policy from time to time. Material changes will be communicated through the app or by email. The "Last updated" date indicates the latest revision.

14. Contact Us

If you have questions about this Privacy Policy or our data practices, please contact us at info@smartplayr.com.

