

PRIVACY POLICY

1. Introduction

Rise Padel Club is a registered trademark and commercial brand operated by **Padel Vibora Sports and Amusements LLC**, a company registered in Dubai, United Arab Emirates.

This policy is prepared in accordance with **UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL)** and applicable data protection regulations in the United Arab Emirates.

By accessing the website, mobile application, or services of Rise Padel Club, users acknowledge and accept the terms of this Privacy Policy.

2. Data Controller

The entity responsible for processing personal data is:

Company Name: Padel Vibora Sports and Amusements LLC
Operating Brand: Rise Padel Club
Address: 16A St, Al Quoz 4, Dubai, United Arab Emirates
VAT Number: 104114007800003

Padel Vibora Sports and Amusements LLC acts as the data controller and is responsible for ensuring that personal data is handled securely and in compliance with applicable laws.

3. Personal Data We Collect

Rise Padel Club may collect and process the following personal information:

Name and surname
Mobile phone number
Email address
User account information
Court bookings and reservation history
Payment and transaction details
Communication records with the club

Personal data may be collected when users:

Register on the website or mobile application
Make a booking or reservation
Participate in events, tournaments, or training sessions
Contact the club for support or information
Subscribe to newsletters or promotional offers

4. Purpose of Data Processing

Personal data is collected and processed for the following purposes:

- Managing court reservations and bookings
- Providing customer service and support
- Processing payments and transactions
- Managing user accounts and memberships
- Sending booking confirmations and reminders
- Improving services, facilities, and customer experience
- Communicating promotions, offers, events, or club updates

Rise Padel Club will only process personal data for legitimate purposes related to its services and operations.

5. Legal Basis for Processing

Personal data may be processed based on one or more of the following legal bases:

- User consent
- Performance of services requested by the user
- Compliance with legal obligations
- Legitimate business interests of the club

6. Sharing of Personal Data

Personal data may be shared with trusted third-party service providers when necessary to operate the club's services, including:

- Payment service providers
- Booking system providers
- IT service providers
- Marketing or communication platforms

These service providers are required to maintain appropriate security measures and process personal data only for the purposes authorized by the club.

Personal data will not be sold or rented to third parties.

7. Data Security

Padel Vibora Sports and Amusements LLC takes reasonable technical and organizational measures to protect personal data from:

- Unauthorized access
- Loss or theft
- Misuse or alteration
- Unauthorized disclosure

Although the club takes appropriate precautions, no electronic system can guarantee absolute security.

8. Data Retention

Personal data will be retained only for as long as necessary to:

- Provide services to users
- Maintain booking and transaction records
- Comply with legal or regulatory obligations
- Resolve disputes or enforce agreements

When personal data is no longer required, it will be securely deleted or anonymized.

9. User Rights

Under applicable UAE data protection laws, users may have the right to:

- Request access to their personal data
- Request correction of inaccurate information
- Request deletion of personal data where legally permitted
- Object to certain types of data processing
- Withdraw consent where processing is based on consent

Requests regarding personal data can be submitted using the contact details provided below.

10. Cookies

The website and application of Rise Padel Club may use cookies and similar technologies to enhance the user experience.

Cookies may be used to:

Store user preferences
Improve website functionality
Analyze website traffic and usage

Users may choose to disable cookies through their browser settings if they prefer.

11. Marketing Communications

Rise Padel Club may send marketing communications related to events, promotions, offers, or club news.

Users may opt out of receiving marketing communications at any time by following the unsubscribe instructions in the communication or by contacting the club directly.

12. Updates to This Privacy Policy

Padel Vibora Sports and Amusements LLC reserves the right to update or modify this Privacy Policy at any time to reflect operational or legal changes.

The updated version will be published on the website or mobile application.

13. Contact Information

For any questions, requests, or concerns related to this Privacy Policy or personal data processing, users may contact:

Rise Padel Club
Operated by Padel Vibora Sports and Amusements LLC
16A St, Al Quoz 4
Dubai, United Arab Emirates

Email: info@risepadelclub.com