

## MATCHi Privacy Policy - In Short

*Why and how do we process your personal data?*

We at MATCHi AB care about your privacy and want you to feel safe when we process your personal data. In order for you to use, and for us to provide, our online booking system and the service MATCHi including our competition tool Padelboard, we will need to process your personal data for different purposes.

We will process your personal data for the following *purposes*:

- To [administrate your registration](#) of a MATCHi account, including to verify that you are not a robot with the help of a service provided by Google.
- To [administrate your use of your MATCHi account](#), which means that we process your personal data to:
  - administrate your log in to MATCHi, your bookings and purchases,
  - enable you to log in to MATCHi TV,
  - enable you to create a personal profile,
  - show your previous and upcoming bookings as well as statistics,
  - suggest relevant activities for you based on your use of MATCHi,
  - enable you to find partners and venues,,
  - show information on tournaments,matches, results and statistics if you take part in competitions or,
  - allow you to reach out to and connect with fellow players and provide you with recommendations,
  - enable you to use our matchmaking function, and
  - [collect information](#) concerning you from our connected partners and venues.
- To [send newsletters](#) or surveys to you or allow Venues to do so.
- To [analyse how MATCHi is used](#).
- To [provide customer service](#) and [handle any questions, complaints or queries](#).
- To comply with our [legal obligations](#).

We do not sell your personal data, but we might need to [share it](#) with, for example our connected partners and venues, affiliated companies, our IT-suppliers and the suppliers of the analytic services we use (mainly Google and Amplitude). In certain situations, your personal data will be [processed outside the EU](#) but only when we can ensure an appropriate level of protection for your personal data.

## WHAT ARE YOUR RIGHTS?

When we process your personal data, you have certain rights. This means that you, for example, have the right to information and access to your personal data, a right to request that we delete your personal data, a right to withdraw your consent or object to our processing and a right to lodge a complaint with a supervisory authority. You can read more about your rights [here](#).

*Who is responsible for the processing of your personal data?*

MATCHi AB (Swedish registration number 556871-6129), is responsible for the processing of your personal data. We also process personal data as processors on behalf of our connected partners and venues in order to facilitate your bookings and purchases, you can read more about this [here](#).

If you want to know more about our processing of your personal data or if you want to exercise any of your rights, please contact us and we will help you. Our email address is [dataprotection@matchi.se](mailto:dataprotection@matchi.se) and our postal address is Kyrkogatan 15, 411 15 Gothenburg.

*You can read our full privacy policy below. There is a list of content to allow you to navigate to the area you wish to learn more about.*

## Privacy Policy

We at MATCHi AB (“we”, “our” and “us”) care about privacy and want you to feel you are in safe-hands when we process your personal data and we work hard to protect your integrity.

This privacy policy applies to you who use our online booking system and service (the “MATCHi”) on our website [www.matchi.se](http://www.matchi.se) or in our MATCHi app or Padelboard app (together the “Apps”).

Here we explain why we process your personal data, what [your rights](#) are, the legal basis on which we handle your data and for how long we store it.

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Processing which we are solely responsible for

If you use matchi

To administrate your MATCHi account

To provide you with the features of your MATCHi account

To collect information from our connected partners and venues

To provide customer service and support

To analyse how MATCHi is used

To send newsletters, surveys and keep you informed

If you have any questions or queries

To handle any cancellations, complaints or claims

If you object to receiving marketing from us

To comply with marketing legislation

To comply with bookkeeping, accounting and transaction related obligations

Processing which we and our partners & venues each have its own responsibility for

To administrate your bookings, purchases, activities, memberships, etc

What are your rights when we process your personal data?

Right to information and access

Right to rectification

Right to erasure (“the right to be forgotten”)

Right to restrict processing

Right to data portability

Right to withdraw your consent and object to processing

Right to lodge a complaint with a supervisory authority

Balancing of interests assessments when processing personal data based on the legal basis “legitimate interests”

## **WHO IS RESPONSIBLE FOR PROCESSING YOUR PERSONAL DATA?**

MATCHi AB (Swedish registration number 556871-6129), is responsible for the processing of your personal data.

Please note that we also process data on behalf of our partners and venues. Should you have any questions regarding this or if you wish to exercise any of your rights under data protection legislation, please contact us via our e-mail address [dataprotection@matchi.se](mailto:dataprotection@matchi.se) or write us a traditional letter to our postal address Kyrkogatan 15, 411 15 Gothenburg, Sweden.

## **FROM WHERE DO WE COLLECT YOUR PERSONAL DATA?**

We collect your personal data directly from you when you register a MATCHi account or when you use MATCHi, for example when you make a booking on our website or in one of our Apps (or even a venues website if its bookings are powered by MATCHi) or if you choose to up-date or add to your account information. Much information is voluntary to provide, the more information you choose to contribute, the better functionality you will receive when using MATCHi.

We will also collect your personal data from other sources in the following situations:

- If you book an activity, enter a competition or are a member of a partner or venue, the partner or venue might have provided us with your information which we process on their behalf or for our own purposes.
- If you use MATCHi with your personal Facebook or Apple account, we will use data from them to administrate your MATCHi account.
- If you have chosen to activate the optional features, such as but not limited to matchmaking function, we will collect personal data (statistics) from our connected partners and venues to provide you with matchmaking offers.

## **THE PERSONAL DATA YOU NEED TO PROVIDE TO US**

In general, you are not required to provide personal data to us, but certain information needs to be provided in order to use MATCHi or any of the Apps. In which situations you *need* to provide personal data to us is described in the below charts where the legal basis is stated as “Performance of a contract” or “Legal obligation”. If you do not provide such personal data to us, we will not, for example, be able to make MATCHi or the Apps available for you.

## **WHO CAN GAIN ACCESS TO YOUR PERSONAL DATA AND WHY?**

Your personal data is primarily processed by MATCHi. This means that your personal data will be handled by our employees and representatives, but only to the extent it is needed for them to conduct their work.

Certain information about you may be visible to others. Whether information is public or not is clearly noted within the system and you can control this via your accounts privacy settings or by the choices you make when using MATCHi or the Apps, opting for the visibility you prefer. The more information you share the more you will be able to access yourself. Please note that when using the Padelboard app, there are less options to set your profile to private and most information is visible to others entering a competition and may be displayed on screens at a venue or other appropriate places. You are required to use your real name partly because activities take place in real life and those you interact with have a legitimate interest in knowing who they will be meeting.

Sometimes our partners or venues use MATCHi as administrators. They can then process your personal data if you are affiliated with them through your membership or because you are

their customer. They might also show information about activities or events on screens displayed at the venue and such displays can include information entered into MATCHi.

In certain cases, we need to share your personal data with our suppliers, partners and subsidiaries in order to conduct our business efficiently or provide you with requested aspects thereof. We are responsible for any sharing of your personal data to such suppliers, partners or subsidiaries and to make sure your personal data is safe when shared with third parties.

We will *share* your personal data with the following recipients:

- Our **IT-suppliers** that will process your personal data on our behalf as our processors in order for us to have a functioning IT system and conduct our business efficiently. Your personal data is only shared to the extent necessary for our suppliers to fulfil their obligations in the contract they have with us and according to our instructions. This is applicable to all detailed schedules listed below.
- Our subsidiary MATCHi TV, if you use your account to access MATCHi TV.
- If you receive our newsletters or surveys, we will share your personal data with the company that provides a system for **sending newsletters or conducting surveys**.
- Our **connected partners and venues** to e.g. enable you to enter a competition or make use of the service you have requested through MATCHi with the partner or venue. Your personal data is only shared to the extent necessary for our connected partners and venues to fulfil their obligations in the contract they have with us or directly with You. The partner or venues will process your personal data as controllers because You are also a customer of the partner or venue. In some regards there is an overlap between the information we process and control about you and the information the partner or venue process and control. You will find more information about this [here](#).
- Our **payment service providers** in order to administrate your payments.
- In order to store information that we are required to store according to **bookkeeping, accounting and other mandatory** law, we will in some cases use a company that helps us archive such information. The information contains personal data but will only be processed on our behalf and on our instructions.
- The **analytic services** are mainly provided by Google Ireland Limited and Amplitude Inc. and the check-box service to confirm that you are not a robot is provided by Google Ireland Limited. Therefore, Google and Amplitude will process your personal data on behalf of us and according to our instructions as our processor. Thereafter, Google processes your personal data as controller. For more information about Google's processing, read [here](#).

## **WHERE IS YOUR PERSONAL DATA PROCESSED AND FOR HOW LONG IS IT STORED?**

We, as well as our processors, process your personal data within the EU/EEA. In some instances, we will transfer your personal data outside of the EU/EEA to our IT-suppliers that process personal data as our data processors and according to our instructions. Such transfer only takes place in accordance with applicable data protection legislation, meaning that we will

transfer your personal data outside the EU/EEA when we can ensure an appropriate level of protection of your personal data.

Much data is stored for as long as you have a MATCHi account and variations are noted below in our detailed description. You can decide to delete your own account and in certain instances we may take action to do so.

## Detailed description of how we process your personal data

The below charts describe in detail why we process your personal data, which categories of personal data we process, our legal basis for the processing and for how long we process your personal data. The legal basis is the basis for our processing of your personal data according to the GDPR.

*This is partly such information we have a legal obligation to provide and might feel a bit long and complicated – do not hesitate to contact us if you have any questions regarding our processing of your personal data. Our [contact details](#) can be found in the beginning of this privacy policy.*

## Processing which we are solely responsible for

### IF YOU USE MATCHI

#### To administrate your MATCHi account

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"><li>- Registration of your MATCHi account.</li><li>- Enter into an agreement with you regarding your use of MATCHi.</li><li>- Enable you to log in to your account on our website, in our app or on a website/application with bookings powered by MATCHi.</li><li>- Send you an e-mail to explain how to change your password if you have requested a new password.</li><li>- Communicate with you as necessary to fulfil our contractual obligations, such as to send you updates of MATCHi or the Apps.</li></ul>	<ul style="list-style-type: none"><li>- Name.</li><li>- Birthday.</li><li>- E-mail address.</li><li>- Country of residence</li><li>- Password.</li></ul>	<p>Performance of a contract</p> <p><i>The processing is necessary in order for us to enter into and fulfil the contract we have with you concerning your use of MATCHi. If the data is not provided to us, we will not be able to administrate your registration and your account.</i></p>

<ul style="list-style-type: none"> <li>- Enable verification that you are not a robot when you register an account.</li> <li>- Share your IP-address with Google.</li> </ul>	<ul style="list-style-type: none"> <li>- Confirmation from Google that you are not a robot.</li> <li>- IP address.</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our <a href="#">legitimate interest</a> to verify that you are not a robot.</i></p>
<ul style="list-style-type: none"> <li>- Enable you to access MATCHi TV.</li> </ul>	<ul style="list-style-type: none"> <li>- Basic profile data, such as name, e-mail address and profile image.</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our <a href="#">legitimate interest</a> to provide easy, safe and secure access administration to services within our company group.</i></p>
<p><b>Storage period:</b> We will process your personal data for this purpose for as long as you have a MATCHi account.</p> <p>The personal data we process to verify that you are not a robot when you register an account will only be processed until your account is registered.</p>		
<p><b>Sharing:</b> We share data with our subsidiary MATCH TV AB, if you choose to access the streaming service.</p>		

### To provide you with the features of your MATCHi account

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- Enable you to create a personal profile.</li> <li>- Show you your previous and upcoming bookings.</li> <li>- Send you booking information and possibly entry codes and to allow you to share information about a booking with invited players.</li> <li>- Produce and show you statistics, for example based on your previous bookings, activities or results.</li> <li>- If you apply for or purchase membership, we request your social security number as venues in some countries often</li> </ul>	<ul style="list-style-type: none"> <li>- Name.</li> <li>- E-mail address.</li> <li>- Booking information (e.g. which partner or venue you booked and which court, day and time the booking is for and if the invitation feature is used, you can see who is invited to play.)</li> <li>- Social security number.</li> </ul> <p>We also process information that you choose to register, such as:</p> <ul style="list-style-type: none"> <li>- Birthday.</li> <li>- Gender.</li> <li>- Location.</li> </ul>	<p>Performance of a contract</p> <p><i>The processing is necessary in order for us to fulfil the contract we have with you to provide the features of your MATCHi account.</i></p> <p>Legitimate interest</p> <p><i>The personal data that you choose to register on your profile will be processed based on our <a href="#">legitimate interest</a> to enable a personalised profile at MATCHi.</i></p>

<p>require it in order to apply for grants or funding.</p>	<ul style="list-style-type: none"> <li>- Nationality.</li> <li>- Phone number.</li> <li>- Address.</li> <li>- Profile picture.</li> <li>- Personal description and sports profile.</li> <li>- Any information you may choose to add in comment fields provided.</li> </ul>	
<ul style="list-style-type: none"> <li>- If you download the Padelboard App or use other competitive features - to facilitate the administration and organisation of competitions.</li> <li>- Allow you to accept or activate invites from competition organisers.</li> <li>- Show you your previous and upcoming competitions / matches with other participants, results and statistics.</li> <li>- Send you competition related information and provide you with the means to contact other participants in the same competition as yourself.</li> </ul>	<ul style="list-style-type: none"> <li>- Information on matches.</li> <li>- Results, ratings or other statistics.</li> <li>- Contact information such as phone number and e-mail.</li> <li>- Information you add, such as e.g. in communication with other fellow participants, scores entered or pictures/images uploaded.</li> </ul>	<p>Performance of a contract</p> <p><i>The processing is necessary in order for us to fulfil the contract we have with you to provide the features of your MATCHi account and in particular the Padelboard App.</i></p> <p>Legitimate interest</p> <p><i>The personal data that is entered for competitions connected to your profile will be processed based on our <a href="#">legitimate interest</a> to enable your participation in competitions using Padelboard or other competitive features in MATCHi.</i></p>
<ul style="list-style-type: none"> <li>- The Padelboard App requires access to your device camera to enable it to scan QR-codes, which are used for tournament purposes.</li> <li>- The mobile application will not store or access any pictures in your device but only use the camera to scan QR-codes.</li> <li>- It is always your choice whether to allow access or not but please note that if you decline you will not be able to use the apps QR-scanning capabilities and thereto connected functions.</li> </ul>	<ul style="list-style-type: none"> <li>- QR-codes.</li> </ul>	<p>Consent</p> <p><i>We will only process your data for this purpose if you have consented to our processing.</i></p> <p><i>You can withdraw your consent at any time by disabling this function in your settings.</i></p>

<ul style="list-style-type: none"> <li>- Suggest relevant activities for you based on your use of MATCHi and information about your activities at our connected partners and venues. Mainly this is based on if you have chosen a favourite club or location in MATCHi.</li> </ul>	<ul style="list-style-type: none"> <li>- Gender.</li> <li>- Age.</li> <li>- Location.</li> <li>- Previous booking information.</li> <li>- Information from your sports profile.</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data that you choose to register on your profile will be processed based on our <a href="#">legitimate interest</a> to help you find relevant activities or similar.</i></p> <p><i>You can disable these suggestions by removing your 'favourite' choices.</i></p>
<ul style="list-style-type: none"> <li>- Enable you to find a partner and venue near you if you choose to. Please note that you can deactivate this in your device, should you not wish to make use of this feature.</li> </ul>	<ul style="list-style-type: none"> <li>- Geolocation.</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data that you choose to register on your profile will be processed based on our <a href="#">legitimate interest</a> to help you find partners and venues near you.</i></p>
<p>Create a more social MATCHi by providing various features and allowing interactions such as for example:</p> <ul style="list-style-type: none"> <li>- Enable you to search for other users or receive recommendations on who to connect with based on affiliations.</li> <li>- See who has signed up for a specific activity or event at a venue.</li> <li>- Invite other Players to connect with you in general or to a specific booking that has been made.</li> <li>- For Players you have connected with, we provide the option to split the payment of a booking.</li> <li>- Communicate with other users on an individual or group level.</li> </ul>	<ul style="list-style-type: none"> <li>- Name.</li> <li>- Thumbnail image</li> <li>- Information about a specific activity or event and which players have enrolled or been invited to, to participate.</li> <li>- Suggestion of users to connect with.</li> <li>- Relevant user info entered in fields marked with Public visibility.</li> <li>- Information on individual players payment status where the payment requested to be split between several Players.</li> <li>- Communication sent to or from you to others.</li> </ul> <p>It is optional to use any chat or similar and if you do not wish for us to process your messages you may abstain from using such features. You may also leave a chat at any time.</p>	<p>Legitimate interest</p> <p><i>The personal data that you choose to register on your profile will be processed based on our <a href="#">legitimate interest</a> to create a more social MATCHi.</i></p> <p>If you do not wish to allow the social features, you can adjust this at any time and the best way to handle this is by adjusting your accounts privacy settings.</p>
<ul style="list-style-type: none"> <li>- Enable our matchmaking function which uses the data you provide yourself and collects information about you and your booking history to match you with another player at a similar level.</li> </ul>	<ul style="list-style-type: none"> <li>- Gender.</li> <li>- Age.</li> <li>- Location.</li> <li>- Previous booking information.</li> <li>- Information from your sports</li> </ul>	<p>Consent</p> <p><i>The matchmaking function is optional and we will only process your personal data for this purpose if you choose to activate this function and thereby have consented to our personal data</i></p>

<p>The above is done to show you relevant activities and matchmakings that are relevant to you. We do this because without it, you would instead see offers and information which you are probably not interested in and you would not be able to find another player at a similar level as you.</p>	<p>profile.</p>	<p><i>processing. We will only process the information you choose to register.</i></p> <p><i>You can <a href="#">withdraw your consent</a> at any time. The best way to do this is to de-activate this function and to remove the information you no longer wish to have processed.</i></p> <p><i>You have the right to object to the processing described above and you may read more about this under the section explaining <a href="#">your rights</a>.</i></p>
<p><b>Storage period:</b> We will process your personal data for this purpose for as long as you have an account. You may also choose to withdraw your consent by deactivating the match-making function and delete the information you have chosen to enter for match-making purposes or <a href="#">contact us</a> if you want any help in this matter. Chat messages between you and others are generally erased 6 months after the last interaction.</p>		
<p><b>Sharing:</b> We use a third party supplier to operate our chat function. If you use the chat function in a match group context, all players in the group will see your messages and vice versa. If you activate other specific features we provide from time to time, you will be alerted of any additional sharing of your information inside of the Service.</p>		

To collect information from our connected partners and venues

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- Collect data about you from our connected partners and venues and compile such statistics.</li> </ul>	<ul style="list-style-type: none"> <li>- Previous booking, activity or competition information.</li> <li>- Name.</li> <li>- Information about your membership.</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our <a href="#">legitimate interest</a> to compile statistics.</i></p>
<p><b>Storage period:</b> We will process your personal data related to statistics for as long as you have a MATCHi account.</p>		

## To provide customer service and support

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- Provide customer service and answer any question you may have in relation to your use of MATCHi and/or any of the Apps.</li> <li>- Administrate support matters.</li> </ul>	<ul style="list-style-type: none"> <li>- Name.</li> <li>- Phone number.</li> <li>- E-mail address.</li> <li>- Information about the support matter.</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our <a href="#">legitimate interest</a> to provide customer service.</i></p> <p><i>Performance of a contract</i></p> <p><i>The processing might also be necessary in order for us to fulfil the contract we have with you concerning your use of MATCHi. If the data is not provided to us, we will not be able to help you.</i></p>
<p><b>Storage period:</b> We will process your personal data related to customer service and support matters for as long as you have a MATCHi account.</p>		

## To analyse how MATCHi is used

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- Analyse how you use MATCHi and/or our Apps, to improve our website and services. To do this we use the analytic service from <a href="#">Amplitude</a> and <a href="#">Google Analytics</a>.</li> <li>- The analytic service means that we place a random ID on your device to distinguish your device from other visitors and to acknowledge patterns in how our website is used. We will however not know who you are.</li> <li>- The personal data we gather will be used e.g. to optimize functions and to adapt the websites to suit our visitors.</li> <li>- We will gather personal data by using cookies and you can read more about our cookie use <a href="#">here</a>.</li> </ul>	<ul style="list-style-type: none"> <li>- An encrypted version of your IP address.</li> <li>- Information about your device/browser and if you use more than one device (which area in the country you use our website from and which screen resolution you have).</li> <li>- Information about your activities on the website, for example what you click on and how many times you have visited the website.</li> <li>- Other information Google has about you, e.g. information about from which site you found us.</li> <li>- The above is an overview of the most relevant information, but this is very technical and there could be details related to the above which will be</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our <a href="#">legitimate interest</a> to provide and improve our customer service.</i></p> <p><i>You can prevent Google Analytics from using your personal data by downloading and installing this <a href="#">browser add on</a>.</i></p> <p><i>From time to time, different cookies may be used. If these cookies are not essential to the service, we process the data based on your consent, when this is the case you can <a href="#">withdraw your consent</a> at any time.</i></p>

	processed.	
<p><b>Storage period:</b> We will store your personal data for as long as you have a MATCHi account at the latest, but some data may be deleted earlier.</p> <p>Google will continue to store your personal data for their own purposes and <a href="#">Google</a> will inform you separately about such storing.</p>		

To send newsletters, surveys and keep you informed

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- Send information about news, marketing, offers and invitations (“newsletters”).</li> <li>- Send surveys with enquiries related to aspects of our service, the wider market which we cater to or potential future developments.</li> </ul>	<ul style="list-style-type: none"> <li>- E-mail address.</li> <li>- Telephone number.</li> <li>- Information as to whether you wish to receive such communications.</li> <li>- The results from surveys are anonymous so we do not process any answers from you as personal data.</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our <a href="#">legitimate interest</a> to send marketing, wider information and obtain survey results to improve our service and decision making.</i></p>
<p><b>Storage period:</b> We will process your personal data for this purpose as long as you have a MATCHi account. You can always choose to unsubscribe or object to receiving newsletters, surveys and marketing at any time. If you object to receiving marketing from us, we keep track of this in our “<a href="#">unsubscribe-list</a>” to avoid sending you any further such material. You can also at any time make an active choice in your account settings letting us know if you wish to receive newsletters and or if you wish to partake in surveys.</p>		
<p><b>Sharing:</b> To handle our surveys we work with Survey Monkey. We also use a third party to send information.</p>		

**IF YOU HAVE ANY QUESTIONS OR QUERIES**

We always strive to keep a good relationship with you and answer all questions you may have. If you have any questions, would want to make a complaint regarding MATCHi or if we would have a claim against you as a user, we will process your personal data as described below. We will collect your personal data from you or provide the information ourselves.

Note that an ongoing matter may mean that we cannot delete all your personal data after your [request](#).

To handle any cancellations, complaints or claims

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- Handle any cancellations, complaints or claims.</li> <li>- Initiate possible claims or defend ourselves against a possible complaint or claim.</li> </ul>	<ul style="list-style-type: none"> <li>- Name.</li> <li>- Contact details you have chosen to use, e.g. e-mail address and/or phone number.</li> <li>- Information from our communication with you in relation to the claim.</li> </ul>	<p>Legal obligation</p> <p><i>The processing is necessary to comply with legal obligations to which we are subject, i.e. consumer law. In these cases, you need to provide your personal data to us since we otherwise will not be able to comply with your consumer rights.</i></p> <p>Performance of a contract</p> <p><i>The processing might also be necessary in order for us to fulfil the contract we have with you concerning your use of MATCHi. If the data is not provided to us, we will not be able to assess and fulfil contractual obligations.</i></p> <p>Legitimate interest</p> <p><i>We also have a <a href="#">legitimate interest</a> to process your personal data to defend ourselves against a possible complaint or claim.</i></p>
<p><b>Storage period:</b> We will store your personal data from the time the complaint or claim was initiated and for the duration of such complaint or claim and if you have a MATCHi-account, we store the information for as long as you have an account.</p>		

**IF YOU OBJECT TO RECEIVING MARKETING FROM US**

We will store information about you who have chosen to object to receiving marketing from us – see the below chart for information about this. We have received the personal data from you.

To comply with marketing legislation

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- If you have stated that you do not wish to receive marketing from us, we will store such information in an “unsubscribe-list” to make sure we do not send any marketing to you.</li> </ul>	<ul style="list-style-type: none"> <li>- E-mail address.</li> <li>- Telephone number.</li> <li>- Your objection to receive marketing.</li> </ul>	<p>Legal obligation</p> <p><i>The processing is necessary to comply with legal obligations which we are subject to, i.e. marketing law which require us to not send marketing material to individuals who have objected to receiving such marketing.</i></p> <p><i>We cannot make sure you will not receive marketing from us without processing your personal data for this purpose and you are therefore required to provide your personal data to us.</i></p>
<p><b>Storage period:</b> You will be listed in our “unsubscribe-list” until further notice.</p>		

To comply with bookkeeping, accounting and transaction related obligations

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- Store information in bookkeeping and accounting.</li> <li>- Document information to know our customers, if required under the law.</li> </ul>	<ul style="list-style-type: none"> <li>- Name.</li> <li>- History regarding payments made and other information that constitutes accounting records.</li> <li>- So called ‘know your customer’ information, if required.</li> </ul>	<p>Legal obligation</p> <p><i>The processing is necessary to comply with legal obligations to which we are subject, i.e. bookkeeping and accounting legislation or other transaction related legislation to counter money laundering, terrorism or comply with sanctions.</i></p>
<p><b>Storage period:</b> We will store any document constituting bookkeeping material and personal data included therein for seven to eight years according to bookkeeping and accounting legislation. The regulation means that we store bookkeeping material until and including the seventh year after the end of the calendar year for the fiscal year to which the personal data relates.</p>		

**Processing which we and our partners & venues each have its own responsibility for**

For certain processing of your personal data, we act as processor to our partners and venues where they include some of your personal data in MATCHi. In many cases, this personal data overlap with the data that we ourselves control and sometimes it might contain more

information, often such as membership status. This means that if you are a MATCHi user and make a purchase or booking at a venue or enter an activity or competition, we will forward your information to the venue as you are their customer or member and they are responsible for how they process your data independently of us.

If you have a request regarding the data we process on behalf of our partners or venues, we will always have to consult the controller before we take any action. If you want information about how the respective venue or partner processes your data, we direct you towards the venue and you can always find contact details to the responsible partner or venue in MATCHi and in your booking information or receipt. If you are a member or customer of a particular venue, other venues which are not affiliated with your venue will not be able to access your personal data that is processed by us on behalf of a particular venue.

The data that may overlap is described in the schedule below listing our purposes and legal basis on which we process it. The below is provided to give an overview of the information involved and is not meant to be exhaustive. Each venue processes information for their own purposes, which might differ from ours and make their own decision on what ground the processing takes place.

To administrate your bookings, purchases, activities, memberships, etc

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> <li>- Receive and register your bookings, purchases and applications.</li> <li>- Administrate your purchases and payments.</li> <li>- Share your payment information with payment service providers.</li> </ul>	<ul style="list-style-type: none"> <li>- Name.</li> <li>- Contact information.</li> <li>- Booking information (e.g. which partner or venue you booked and which court, day and time the booking is for).</li> <li>- Information about your purchase or application.</li> <li>- Competition information.</li> <li>- Payment information.</li> </ul>	<p>Performance of a contract</p> <p><i>The processing is necessary in order for us to fulfil the contract we have with you concerning your use of MATCHi. If the data is not provided to us, we will not be able to administrate your bookings and purchases at venues.</i></p>
<ul style="list-style-type: none"> <li>- Share information to and from our connected partners and venues.</li> </ul>	<ul style="list-style-type: none"> <li>- Name and contact information, such as e-mail address or phone number.</li> <li>- Booking information e.g. which court or which day and time the booking is for and who are participating.</li> </ul>	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our <a href="#">legitimate interest</a> to fulfil our contractual obligations in relation to our connected partners and venues and in order for them to perform their obligations in the contract they have with us and in the contract they have</i></p>

	<ul style="list-style-type: none"> <li>- Membership purchases, detailing contact information, social security number, birthday, gender and other information you choose to supply and required by venues.</li> <li>- Information of your status as a student or pensionary.</li> <li>- Statistics, results, etc.</li> </ul>	<p><i>with you as we only act as an agent or facilitator when providing the booking service, selling vouchers or memberships.</i></p>
<p><b>Storage period:</b> We will store your personal data as long as necessary to administrate your booking and purchase. We will process your personal data after this for purposes stated in the charts above, e.g. to administrate your account and provide you with its features or for bookkeeping purposes etc.</p> <p>In addition to the above, our connected partners and venues are themselves also responsible for your bookings, activities, applications and purchases. They will store your information in accordance with their own privacy rules and to the extent the venue's information is stored by MATCHi, we process this personal data on behalf of the venue and in accordance with our data processing agreement with the venue.</p>		
<p><b>Sharing:</b> When you accept an invitation to a booking, make a booking, application, purchase or take part in activities or competitions at a venue or use a partners services, we will forward your information to the partner or venue as you are their customer and/or member and they are responsible for how they process your data independently of us.</p>		

## What are your rights when we process your personal data?

- A detailed description.

You have certain rights regarding your personal data and we outline them below.

*If you want to know more or if you want to exercise any of your rights, please contact us and we will do our best as we are happy to help. Our [contact information](#) can be found at the beginning of this privacy policy.*

### RIGHT TO INFORMATION AND ACCESS

You have the right to obtain *confirmation* as to whether we are processing personal data about you or not.

**In detail:** Information we provide include the following:

- the purpose of the processing;

- categories of processed personal data;
- recipients or categories of recipients to whom personal data can be shared, especially if located in third countries;
- expected retention times for storage or the criteria used to establish such time;
- information about your rights to have personal data corrected, deleted or limit the processing thereof or your right to object to such processing;
- your right to lodge a complaint with a supervisory authority;
- any application of automated decision making, including profiling in accordance with GDPR, articles 22.1 and 22.4; and
- if personal data is transferred to a third country or international organisation, you also have the right to information about what measures, in line with GDPR article 46, have been taken to ensure an appropriate level of data protection.

You also have the right to obtain a copy of the personal data processed by us. Should you request more copies we may choose to charge a reasonable fee to cover administrative costs. If the information is requested via e-mail, you will receive the information in a common electronic format.

## **RIGHT TO RECTIFICATION**

You have a right to *correct* any inaccurate personal data concerning you that we may be processing and to ask us to have *incomplete personal data completed*.

**In detail:** With consideration of the purpose you have a right to complete any non-complete personal data. If possible and within reasonable efforts, we will inform each recipient with whom the personal data has been shared in case of any rectification. If you want more information about such recipients you are welcome to contact us. Our contact information can be found at the beginning of this policy.

## **RIGHT TO ERASURE (“THE RIGHT TO BE FORGOTTEN”)**

Under certain circumstances, you have a right to request that we delete your personal data. In addition to our own processing of personal data, we also process data on behalf of venues as data processors. If you request that MATCHi delete your personal data, we will handle your request as related to our own processing but should you also want a venue to stop processing your personal data, you must contact the venue directly.

**In detail:** You have the right and we have the obligation to delete your personal data without undue delay if any of the following applies:

- personal data are no longer necessary for purposes which they were collected or processed,
- you object to the processing pursuant to Article 21.1 of the GDPR and there are no legitimate reasons for the processing outweighing your reasons, or you object to the processing in accordance with Article 21.2 of the GDPR,
- personal data has been non lawfully processed, or
- personal data must be deleted in order to fulfil a legal obligation under EU law or any applicable national law to which we are subject.

In the event that we have made public the personal data and are required to delete it as above, we will, taking into account available technology and the cost of implementation, take reasonable steps including technical measures, to notify the controllers of your request and that you wish they delete any links to, or copies or reproductions of specific personal data.

Please note that our obligation to delete and notify does not apply to the extent processing is necessary for the following reasons:

- to exercise the right to freedom of expression and information,
- to fulfill legal obligations under EU law or applicable national law to which we are subject, or
- to be able to establish, assert or defend legal claims.

We delete your personal data at your request, provided that we do not have an obligation to save the personal data in accordance with applicable laws and regulations.

We will notify each recipient to whom the personal data has been shared of any deletion that has taken place as described above, unless this proves to be impossible or entails a disproportionate effort. If you want information about these recipients, you are welcome to contact us. You will find our [contact information](#) at the beginning of this privacy policy.

## RIGHT TO RESTRICT PROCESSING

Under certain circumstances, you also have a right to request that we restrict our processing of your personal data.

**In detail:** The right applies if:

- you dispute the accuracy of the information (but only for such time that allows us to verify),
- the processing is illegal and you oppose the deletion of personal data and instead request a restriction on the use of the data,
- you need the personal data to assert or defend legal claims even though we no longer need the data for our purposes, or
- you have objected to the processing in accordance with Article 21.1 of the GDPR and we have not done an assessment of whether our legitimate interest in the processing outweighs your legitimate reason for restricting the processing of your personal data.

If the processing referred to above is restricted, such personal data (with the exception of storage) may only be processed with your consent or to establish, assert or defend legal claims or to protect the rights of any other persons or for reasons of public interest. Furthermore, we will notify you before ceasing to restrict any processing.

We will notify each recipient to whom the personal data has been disclosed of any restriction on processing taken place as described above, unless impossible or if it entails a disproportionate effort. If you want information about these recipients, you are welcome to contact us. You will find our contact information at the beginning of this privacy policy.

## RIGHT TO DATA PORTABILITY

Under certain circumstances, you have a right to *receive your personal data from us in a structured, commonly used and machine-readable format* and, where technically feasible, have your personal data *transferred to another company* (“data portability”).

**In detail:** The right to data portability applies to personal data that you have provided to us in a structured, widely used and machine-readable format, if the processing is based on the legal basis of performance of contract (GDPR, Article 6.1 b) and the processing is automated.

The exercise of the right to data portability does not affect the application of Article 17 of the GDPR, which shall not apply to processing that is necessary for the performance of a task of general interest or that is part of the exercise of authority performed by us.

Your right to data portability must not adversely affect the rights and freedoms of others.

## **RIGHT TO WITHDRAW YOUR CONSENT AND OBJECT TO PROCESSING**

You have a right to object to our processing of your personal data when the processing is based on the legal basis "[legitimate interest](#)" and we will always consider your objection. You always have a right to withdraw any consent you have given us, partly or completely. For example you can always withdraw consent to use your data for marketing and profiling purposes, such as sending newsletters, surveys or giving you customised suggestions. You can read more about this in the charts above.

**In detail:** If you object, we may no longer process your personal data as long as we can not demonstrate compelling legitimate reasons for the processing that outweigh your interests, rights, and freedoms or whether it is for the determination, exercise, or defence of legal claims.

## **RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY**

You always have the right to *lodge a complaint* with a supervisory authority. You may do this in the EU/EEA member state where you live, work or where an infringement of applicable data protection laws is alleged to have occurred. The supervisory authority in Sweden is the Swedish Authority for Privacy Protection (Integritetsskyddsmyndigheten).

## **BALANCING OF INTERESTS ASSESSMENTS WHEN PROCESSING PERSONAL DATA BASED ON THE LEGAL BASIS "LEGITIMATE INTERESTS"**

As we state above, for some purposes, we process your personal data based on our "legitimate interest". By carrying out a balancing of interests assessment concerning our processing of your personal data, we have concluded that our legitimate interest for the processing outweighs other concerns. This assessment is done with caution and we strive to strike a fair balance.

*If you want more information about any aspect of how we process your data or if you want to exercise any of your rights, you are very welcome to contact us. Our [contact information](#) can be found in the beginning of this privacy policy.*

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This Privacy Policy was adopted by MATCHi AB on the 21 of July 2022  
and the latest revision was made on the 30 of March 2026.