

Privacy Policy

Effective Date: 1st October 2024

Welcome to TownCup! This Privacy Policy explains how we collect, use, disclose, and protect your information when you use our mobile application ("App") and related services ("Services"). Please read this policy carefully to understand our views and practices regarding your information.

1. Information We Collect

1.1 Information You Provide to Us

We collect information that you voluntarily provide to us when you register, create a profile, or interact with our App. This may include:

- Name
- Email address
- Date of birth (for age verification)
- Gender

1.2 No Enforcement of Data Collection

You are not required to provide any personal information to use certain features of our App. We only collect information if you voluntarily choose to provide it.

2. The Reason Why the App Asks for the User's Age

In a sports activity management app, asking users to provide their birthday is important for several reasons:

- **Safety and Fairness in Sports Competitions:** Sports activities and competitions are often organized by age groups such as Under-18 (U18), Under-20 (U20), and Under-23 (U23). Knowing a user's birthday allows the app to accurately categorize individuals based on age-related rules and guidelines, ensuring participants are in suitable events for their age group. This is crucial for maintaining safety and ensuring fairness.
- **Accurate Performance Stats:** Age is a critical factor in athletic performance. The app uses age data to generate accurate performance statistics like rankings, wins, losses, and points. Without correct age information, these statistics could be misleading.
- **Regulatory Compliance:** For sports involving minors, legal requirements, including parental consent, may be necessary. Age verification helps ensure compliance with these standards.

By collecting age information, the app enhances safety, fairness, and compliance, ensuring all activities are suitable for the user's age group, thereby improving the overall user experience.

3. The Reason Why the App Asks for the User's Gender

Providing gender information in a sports activity management app is vital for several reasons:

- **Safety and Fairness in Sports Competitions:** Just like age-based categorization, sports can also be organized by gender—female, male, and co-ed divisions. Accurate gender information ensures individuals are placed in appropriate competitions, promoting safety and fairness.
- **Accurate Performance Stats:** Gender can influence athletic performance. The app requires gender data to provide accurate performance statistics and personalized feedback, aiding users in optimizing their training and progress.

Collecting gender data allows the app to tailor experiences more effectively, ensuring users engage in activities appropriate for their gender, enhancing overall safety and user experience.

4. How We Use Your Information

We use the information we collect to:

- Provide and maintain our App and Services
- Personalize your experience and provide customized content
- Communicate with you, including customer support and notifications
- Process payments for joining fees through our payment gateway
- Enforce our Terms of Use and protect our users

5. Payments and Refund Policy

We use a third-party payment gateway to process payments for joining fees. Your payment information is securely processed by the payment provider, and we do not store any sensitive payment details. Refunds are provided in certain cases as specified in the App, but not in all cases. Please refer to our Terms of Use for more details.

6. How We Share Your Information

We do not sell or rent your personal information to third parties. However, we may share your information with:

- **Service Providers:** Third-party vendors who assist in providing the Services.
- **Legal Requirements:** Authorities, if required by law or to protect rights and safety.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets.

7. GDPR Compliance

If you are located in the European Economic Area (EEA), you have certain rights under the General Data Protection Regulation (GDPR), including:

- The right to access your personal information.
- The right to correct any inaccurate information.
- The right to request the deletion of your information.
- The right to restrict processing of your information.
- The right to data portability.
- The right to object to the processing of your information.

If you wish to exercise any of these rights, please contact us at towncup01@gmail.com.

8. Security of Your Information

We implement appropriate technical and organizational measures to protect your information from unauthorized access, alteration, disclosure, or destruction. However, no security measure is 100% effective, and we cannot guarantee absolute security.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will notify you via the App or by email. Your continued use of the App after such changes signifies your acceptance of the updated policy.

10. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

- Email: towncup01@gmail.com