

SwingMatch Golf Inc.

PRIVACY POLICY

Updated January 7, 2024. This Privacy Policy may be modified to be kept up to date

At SwingMatch Golf Inc., our Site (app.swingmatch.ca) does not collect personal information and we only collect business contact information from our clients. Our clients using our solutions may input personal information on our systems, which we keep secure.

All personal information at SwingMatch Golf Inc. is collected with consent when individuals seek our services or through contracts when clients use our solutions as their information infrastructure.

We do not sell any personal information.

Data Processing and User Rights

SwingMatch Golf Inc. complies with all applicable laws and regulations in the collection, processing, and management of personal data. This includes:

1. **What Data We Process:** We process user-provided personal information such as names, email addresses, phone numbers, payment information, profile photos, lesson logs, and communication logs to facilitate the functionality of our services.
2. **How we Process Data:** Personal data is collected with consent and processed securely to provide the requested services, maintain user accounts, and enhance user experiences. Data is only accessed by authorized personnel under strict confidentiality measures.
3. **Purposes of Data Processing:**
 - a. Facilitate golf lesson bookings and communication.
 - b. Process and confirm payments via third-party providers.
 - c. Respond to user inquiries and provide support.
 - d. Send promotional updates with explicit user consent.

User Rights to Data Deletion

Users may request the deletion of their personal data at any time by contacting us at swingmatch.info@gmail.com. We will process deletion requests within 30 days unless retention is required for legal purposes (e.g., tax compliance). Users will receive confirmation upon successful deletion.

User Rights to Data Modification

Clients may request access to or ask to edit their personal information that we collect and maintain by contacting us at swingmatch.info@gmail.com. We will respond within 30 days. If we cannot provide access, for example because it would disclose personal information of a third person, we will provide justification.

How we protect personal information at SwingMatch Golf Inc.

1. We do not collect any personal information from Site visits alone.
2. We collect personal information from clients when they create an account on the Site. Information collected is used to allow the application to function as an online booking service for golf lessons. This will include phone numbers, payment amounts and status, names, emails, profile photos, lesson logs, and internal chat logs between users that occur on the Site.
3. We collect personal information clients provide us when they contact us, including first and last name as well as the email address and phone number for us to respond to inquiries and keep users up to date on their booked lessons. With consent, we may send promotional emails from SwingMatch Golf Inc. to keep our clients informed of our developments and new products and services. You may unsubscribe by emailing swingmatch.info@gmail.com.
4. All payments are handled through Stripe, SwingMatch Golf's third-party payment processor. Stripe's Terms and Conditions can be found here: [Stripe Terms and Conditions](#)

Where and how long we keep personal information

We generally hold personal information on secure servers located in Canada. Exceptionally, personal information may be held in the U.S, under the protection of the EU-US Privacy Shield. Where personal information is held in the US, it may come under the application of US law.

We only keep personal information as long as the client account with us is active, unless we are required by law, for example, tax law, to keep it for longer.

How we keep personal information secure

The security of personal information is important to us. Although we cannot guarantee 100% security, we use reasonable and appropriate security measures to protect personal information against unauthorized use, loss, access, modification, destruction or disclosure while it is in our custody or under our control. These measures include physical, organizational and technological measures. Physical measures include secure work areas, and technological measures include encryption, firewalls, anti-virus and system security monitoring. Organizational measures include access controls to limit access to personal information to those employees, contractors and agents who have a business need to know.

We do not disclose personal information

We do not disclose any information in our custody to third parties unless it is with consent or required by law.

Data Breach Procedure

If a data breach occurs on the Site, all users will be notified of the breach once the SwingMatch Golf has been made aware that a breach has occurred. In the event a breach occurs, SwingMatch Golf will inform its users of the action plan to further mitigate the risks.

Consent

Upon creating an account on the Site, you consent the Privacy Policy outlined in this Agreement.

Questions and contact information

For individual requests to access personal information or to express concerns about protection of personal information at SwingMatch Golf Inc., please contact swingmatch.info@gmail.com.

Complaint mechanisms also exists with national privacy authorities.