



Privacy Policy

Last updated: 28/04/2025

At PickleDepot & PadelDepot (Pickle Padel Station Sdn Bhd), we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy outlines what information we collect, how we use it, and the choices you have regarding your data.

1. What Information Do We Collect?

We collect and store the following types of information from users who access our services:

- Login method (e.g. email, mobile number, third-party auth)
- Booking activity, including:
 - Frequency and time of bookings
 - Court types and preferences (tournament, show, location of courts)
 - Preferred activities (e.g. group lessons, private coaching, court-only bookings)
- User engagement data on the platform (e.g. favorite courts, popular time slots)

We do not collect sensitive personal data (like financial information) directly. All payments are processed through secure third-party providers.

2. How Do We Use This Information?

We use the data collected for the following purposes:

- To operate and improve our booking platform, including service availability and user experience
- To personalize marketing communications based on your interests and usage habits (e.g. letting you know when your preferred court is available or suggesting group classes you might like)
- To analyze trends in court usage and help optimize scheduling
- To support customer service, resolve issues, and provide relevant support

We do not sell or share your data with advertisers or unrelated third parties.

3. Data Sharing



We do not share your personal information with third parties except:

- **Payment Processors:** When you make a payment, your information is handled directly by our third-party payment providers, subject to their own privacy policies and terms.
- **Legal Compliance:** We may disclose information if required by law, regulation, or court order.

We do not provide user data to vendors or partners for advertising or external marketing.

4. Data Security & Retention

We implement reasonable technical and organizational measures to safeguard your data. While no online service is 100% secure, we work hard to protect your information against unauthorized access, misuse, or disclosure.

We retain data as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required or permitted by law.

5. Your Rights

You have the right to:

- Request access to your personal data
- Ask for corrections or updates
- Request deletion of your data (subject to legal and operational constraints)
- Object to the use of your data for targeted marketing

To exercise any of these rights, please contact us via the communication methods provided on our website footer.