ClubBooking Privacy Policy

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ClubBooking is an app and platform that lets sports clubs, gyms and similar organisations manage their trainings, bookings, equipment, teams and news, and lets their members take part. ClubBooking is developed and operated by MollisWare. This Privacy Policy explains how personal data is handled when you use ClubBooking, what we use it for and which rights you have.

1. Who we are

ClubBooking is a service of MollisWare, a company registered in the Netherlands with the Chamber of Commerce (KVK) under number 87867508, located at Charlotte van Bourbonhof 51, 5611 HZ Eindhoven, the Netherlands ("MollisWare", "we", "us" or "our").
You can reach us about privacy at privacy@mollisware.com.

2. Scope of this policy

This policy applies to the ClubBooking apps for iOS and Android, to the website and web app at clubbooking.app, and to the services we provide through them (together, the "Service"). It does not apply to websites, forms or systems that a club runs itself, or to the corporate website of MollisWare, which have their own privacy statements.
The ClubBooking apps do not use cookies. They store a limited number of settings on your device, such as your sign-in session and your choices about analytics and notifications, so the app works as you expect. The website uses cookies as described in section 8.

3. Our role and the role of your club

Two parties are responsible for personal data in ClubBooking, each for its own part.

- MollisWare is the controller for your ClubBooking account, for operating, securing and improving the Service, and for the product analytics and crash reports described in this policy.
- Your club is the controller for the data it manages about its members through ClubBooking, such as memberships, bookings, attendance, teams and the news it publishes. For this data, MollisWare acts as a processor on behalf of the club and only processes it on the club's instructions under a data processing agreement.

If you have questions about how your club uses your data, please contact your club. We will help the club, and you, where we can.

4. Personal data we process

- Account data: your email address, sign-in method (email and password, Sign in with Apple or Google Sign-In) and account identifier. If you sign in with Apple or Google, we receive your name, email address and, where available, profile picture from them. We receive this from you, Apple or Google.
- Profile data: your name, date of birth, gender, profile photo, bio and profile visibility setting. We receive this from you.
- Club data: the clubs you belong to, membership requests, roles and permissions, and teams. We receive this from you and your club.
- Activity data: bookings, trainings, equipment reservations and news you publish. We receive this from you and your club.
- Billing data (clubs only): the club's name and address, invoice address, contact person and phone number, VAT or tax identification number, subscription and payment history, and Stripe customer identifier. We receive this from the club's administrator and from Stripe.
- Preferences: your notification settings, calendar settings and analytics choice. We receive this from you.
- Device and connection data: IP address, push notification token, app installation identifier, device model, operating system and app version. We receive this from your device.
- Acceptance records: which versions of our Terms of Service and this Privacy Policy you accepted, and when. We receive this from you.
- Support communications: your questions, complaints and requests, and our replies. We receive this from you.
- Usage data: screens viewed and features used, only if you allow product analytics. We receive this from your device.
- Diagnostic data: crash reports, error logs and performance data. We receive this from your device.

We do not ask for health data, and we ask you not to include it in free text such as your bio. We do not process advertising identifiers, we do not show advertising and we do not sell personal data.

If you share information about other people through ClubBooking, for example in a news post, please make sure you are allowed to do so.

5. Why we use personal data and on what legal basis

- Creating and managing your account and signing you in. We use account data and device and connection data. Legal basis: performance of our agreement with you (art. 6(1)(b) GDPR).

- Providing the features of the Service, such as bookings, teams, news and showing your profile to others. We use profile, club and activity data and your preferences. Legal basis: performance of our agreement with you (art. 6(1)(b) GDPR); for club data, we act on behalf of your club.
- Sending notifications and emails about bookings, invitations and your account. We use account data, device data and your preferences. Legal basis: performance of our agreement with you (art. 6(1)(b) GDPR).
- Answering your questions, complaints and support requests. We use account data and support communications. Legal basis: performance of our agreement with you (art. 6(1)(b) GDPR).
- Recording that you accepted our terms and this policy. We use acceptance records. Legal basis: legal obligation (art. 6(1)(c) GDPR) and our legitimate interest in being able to demonstrate acceptance (art. 6(1)(f) GDPR).
- Understanding how the Service is used so we can improve it. We use usage data. Legal basis: your consent (art. 6(1)(a) GDPR).
- Detecting, diagnosing and fixing errors and keeping the Service secure. We use diagnostic data, device and connection data and your account identifier. Legal basis: our legitimate interest in a reliable and secure Service (art. 6(1)(f) GDPR).
- Billing clubs for their subscription, collecting payments and keeping financial records. We use billing data. Legal basis: performance of our agreement with the club (art. 6(1)(b) GDPR) and legal obligation (art. 6(1)(c) GDPR).
- Preventing fraud and misuse, enforcing our Terms of Service and defending legal claims. We use any relevant data. Legal basis: our legitimate interest in protecting the Service, its users and MollisWare (art. 6(1)(f) GDPR).
- Complying with legal obligations and requests from authorities. We use any relevant data. Legal basis: legal obligation (art. 6(1)(c) GDPR).

Where we rely on our legitimate interest, we have weighed that interest against your rights. You can object to it at any time (see section 12).

6. Product analytics and crash reports

Product analytics help us understand which parts of the Service are used, so we can improve them. They are switched off until you allow them. You are asked once after you create your account, and you can change your choice at any time in the app settings. Withdrawing consent does not affect processing that took place before.

Crash reports are sent automatically when the app fails, because without them we cannot find and fix problems. They contain technical information about the error and your device and your account identifier. They do not contain your name or email address, and we have configured the service so that IP addresses are not stored.

Performance monitoring measures how quickly the app starts, loads screens and completes network requests, so we can find and fix slow parts of the Service. It collects technical data about your device and connection, not the content you enter.

App integrity checks verify that requests to our servers come from a genuine copy of the ClubBooking app, to protect the Service and your data against abuse. For this, the app uses the integrity services of Apple (App Attest and DeviceCheck) and Google (Play Integrity), which receive technical information about your device and the app.

7. Permissions on your device

Some features ask for access to functions of your device. You decide whether to give that access and can change it at any time in your device settings.

- Notifications, to send you reminders and updates about your bookings, clubs and account.
- Calendar, to add your bookings to your calendar. Calendar entries are created on your device. We only store your calendar preferences with your account.
- Photos or camera, to choose a profile photo. Only the photo you select is uploaded.

8. Our website and cookies

On clubbooking.app you can read about ClubBooking and, after signing in, use ClubBooking in your browser. The website processes the same kinds of data as the apps, plus the technical data any website receives, such as your IP address, browser type and the pages you visit. Some features of the web app use additional services: maps and location search are provided by Mapbox, and optional AI training suggestions are generated with Google Gemini. When you use these features, the information needed for them, such as a search term or the details of a training, is sent to that provider.
Cookies and similar technologies. Cookies are small files that a website stores in your browser. The website also uses your browser's local storage, which works in a similar way. We use:

- NEXT_LOCALE (cookie, ClubBooking) remembers the language you chose. Strictly necessary; deleted when you close your browser.
- Sign-in session (local storage, ClubBooking via Firebase Authentication) keeps you signed in. Strictly necessary; kept until you sign out.
- Analytics choice and theme (local storage, ClubBooking) remember your cookie choice and light or dark mode. Strictly necessary; kept until you clear your browser data.
- reCAPTCHA (Google) distinguishes people from automated abuse to protect the Service. Strictly necessary; set by Google for up to 6 months.
- _ga and ga* (Google Analytics for Firebase) collect statistics on how the website is used. Analytics, only with your consent; kept for 2 years.

Your choice. Strictly necessary cookies are needed for the website to work and do not require consent. Analytics cookies are only placed after you accept them in the cookie banner. You can change your choice at any time through the cookie settings on the website; when you withdraw

consent, we stop analytics and remove the analytics cookies. You can also block or delete cookies in your browser settings, but parts of the website may then stop working.

9. Who receives personal data

Your club and other members. Your club's administrators see the data needed to manage memberships and bookings. Other members see your profile according to the visibility setting you choose.
Service providers. We use the following providers to run the Service. They act as our processors under a data processing agreement and may only use the data to provide their services to us.

- Google Ireland Ltd. and Google LLC (Firebase, Google Cloud): hosting, database, file storage, authentication, push notifications, app configuration, app integrity checks (including reCAPTCHA on the website) and performance monitoring. In the European Union; some services may involve processing in the United States.
- Google LLC (Google Analytics for Firebase): product analytics, only with your consent. In the United States.
- Google LLC (Gemini): optional AI training suggestions in the web app. In the United States.
- Functional Software, Inc. (Sentry): crash reporting and error monitoring. In the United States.
- Vercel Inc.: hosting of the website. In the United States and the European Union.
- Cloudflare, Inc.: content delivery and protection of the website. Worldwide, including the United States.
- Mapbox, Inc.: maps and location search in the web app. In the United States.
- Google LLC (Google Workspace): sending invitation and service emails. In the European Union and the United States.
- Stripe Payments Europe, Ltd.: subscription payments of clubs. In the European Union and the United States.

For payments, Stripe also acts as an independent controller for its own purposes, such as fraud prevention and meeting its legal obligations, under its own privacy policy.
When you sign in with Apple or Google, Apple or Google processes your sign-in under its own privacy policy. The same applies to the App Store and Google Play when you download the app.
Others. We only disclose personal data to authorities or other third parties if we are legally required to, or to protect our rights or the safety of others. If MollisWare's business or the Service is transferred to another company, personal data may be transferred with it, subject to this policy.

10. Transfers outside the European Economic Area

Some of our providers process data in the United States. Where a provider is certified under the EU-US Data Privacy Framework, we rely on the European Commission's adequacy decision. Otherwise we rely on the European Commission's Standard Contractual Clauses, together with additional safeguards where needed. You can ask us for a copy of the relevant safeguards.

11. How long we keep personal data

We keep personal data only as long as needed for the purposes in this policy.

- Account, profile, preferences and acceptance records: until you delete your account.
- Club and activity data: as long as your club uses ClubBooking and you are a member, unless you delete your account earlier.
- Usage data (product analytics): for the default retention period of Google Analytics.
- Diagnostic data (crash reports): 90 days.
- Backups: deleted data is removed from backups within 30 days.
- Billing records of clubs: 7 years, as required by Dutch tax law.

Server logs are kept for no more than 12 months. When you delete your account, we delete or anonymise your personal data within 30 days, unless we are legally required to keep it. Content you created within a club, such as news posts, may remain visible to that club without being linked to you.

12. Your rights

Under the GDPR you have the right to:

- access the personal data we hold about you;
- rectify data that is incorrect or incomplete;
- erase your data;
- restrict the processing of your data;
- object to processing based on our legitimate interest;
- data portability, to receive your data in a structured, commonly used format;
- withdraw consent at any time, where processing is based on consent.

You can exercise most of these rights directly in the app, for example by editing your profile, changing your privacy settings or deleting your account. For anything else, contact us at privacy@mollisware.com. We respond within one month. We may ask you to confirm your identity first.

Some rights have limits. For example, we cannot give you access to information about other people, and we may keep data we need to defend legal claims or that we are legally required to retain. If we cannot fully honour your request, we explain why. Where your data is also held by an independent controller, such as Stripe or Apple, we will inform them of your request where reasonable, but we recommend that you also contact them directly.

For data your club controls, you can also contact your club. If you are not satisfied with how we handle your personal data, you have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens, Bezuidenhoutseweg 30, 2594 AV The Hague, autoriteitpersoonsgegevens.nl) or the supervisory authority in your country.

13. Children

You can create a ClubBooking account yourself from the age of 16. Younger members can use ClubBooking only with the permission of a parent or guardian. When a club admits a member under 16, the club is responsible for obtaining that permission. Parents and guardians can contact the club or us to access or delete the data of their child.

14. Security

We protect personal data with appropriate technical and organisational measures. Data is encrypted in transit (TLS 1.2 or higher) and at rest (AES-256), access is limited by role and by security rules, and we monitor the Service for errors and misuse. If a personal data breach is likely to result in a risk to you, we notify the Dutch Data Protection Authority and, where required, you.

15. Automated decision-making

We do not make decisions about you based solely on automated processing that have legal or similarly significant effects.

16. Changes to this policy

We may update this Privacy Policy when the Service or the law changes. The version and effective date at the top show which version applies. If we make significant changes, we will inform you in the app before they take effect and, where required, ask you to accept the new version.

17. Contact

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