



ORYX Sports Track
Sports business tools, simplified.

Privacy, Data-Processing & Optional Photo/Media Policy

Suite-wide privacy notice covering signup, accounts, player records, medical and emergency information, bookings, attendance, billing, events, racket services, junior data, communications and optional media use.

PROPER. FAIR. HUMAN.

Collect what is needed. Protect what matters. Explain what happens.

APPROVED FOR PUBLICATION | VERSION 1.0

Approved 12 August 2026 | Effective 15 August 2026

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How this policy works

The short version: what ORYX SportsTrack collects, why it is used and the choices clients keep.

This policy explains how personal information is handled when someone registers for, uses or is recorded in ORYX SportsTrack and its Track products. It sits alongside the Client Terms, Coaching & Participation Rules. The terms explain service rules; this policy explains the personal-data side.

Collect only what is useful	SportsTrack collects information needed for registration, safe participation, bookings, attendance, billing, events, facility access, racket services, support and reliable records - not information merely because it might be interesting later.
Medical data is treated as sensitive	Relevant medical, injury, allergy, medication and emergency information is limited, access-controlled and used only for safe participation, emergency response, incident handling or another clearly justified purpose.
Junior data gets extra protection	A parent, legal guardian or authorised adult normally provides or approves junior information. Additional safeguards apply where the participant is a child.
Media and marketing are optional	Photo/media use and promotional updates are separate choices. Saying no does not prevent ordinary coaching, booking, attendance, billing or event participation.
No sale of client data	ORYX SportsTrack does not sell or trade personal data or use client/player information for third-party targeted advertising.
People keep privacy rights	Clients and participants can ask what is held, request correction, request deletion or restriction where applicable, object to direct marketing and raise a complaint.

CONTROLLER & CONTACT	ORYX SportsTrack, operated by Olav de Jong Operating location: Dubai, United Arab Emirates Privacy: privacy@oryxsportstrack.com Website: oryxsportstrack.com
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Scope, roles and responsibility

One suite, different providers, and clear responsibility for each use of personal data.

ORYX SportsTrack, operated by Olav de Jong, is the controller for the shared SportsTrack platform and registration processing where ORYX SportsTrack decides why and how personal data is used. A coach, club, academy, organiser or other service provider may separately act as controller for its own service delivery, records or legal obligations. A service provider that handles data only on a controller's instructions acts as a processor.

Depending on the service, responsibility may therefore sit with ORYX SportsTrack, with the provider delivering the service, or with both for different parts of the same relationship. The relevant provider should be identifiable from the registration, booking, invoice, event or service confirmation.

This policy is designed for the UAE federal privacy framework where that framework applies. A provider operating in a jurisdiction or free zone with a separate data-protection regime may provide an additional or replacement notice.

Who this policy covers

- Account holders who register themselves or manage a family member.
- Players and participants, including juniors.
- Parents, guardians and authorised adults who provide or approve information for a junior.
- Emergency contacts whose information is supplied for safety purposes.
- Clients and payers connected with invoices, packages or service records.
- Users of AttendTrack, CourtTrack, InvoiceTrack, EventTrack and RacketTrack.
- People who contact ORYX SportsTrack for support, privacy questions or service enquiries.

EMERGENCY CONTACTS

An emergency contact should be told that their details have been provided where practical. Their information is used only for legitimate safety, communication or incident purposes.

What information may be collected

Different Track products collect different records, but the shared rule is necessity and relevance.

Identity and contact	Name, email, mobile/WhatsApp number, country, city/area, account-holder relationship to the participant and preferred contact method.
Player profile	Player name, date of birth, gender where required, playing level, primary sport/activity, service interests, goals, availability and preferred location.
Junior and guardian	Parent/guardian/authorised-adult identity, relationship, authority confirmation, junior DOB and relevant collection or supervision information.
AttendTrack	Classes, sessions, attendance, no-shows, cancellations, reschedules, package balance/effects, coach finalisation, notifications, acknowledgement and correction history.
CourtTrack	Court/facility bookings, authorised participants/guests, resident/provider/hotel details where applicable, arrival/no-show status, access and verification records needed for the facility workflow.
InvoiceTrack	Invoice items, service descriptions, amounts, due/paid status, billing history and related communications. Full payment-card details should not be stored in SportsTrack unless a separately approved payment system requires and protects them.
EventTrack	Event registrations, categories, partners/teams where relevant, payment/eligibility status, waitlists, draws, scores, results and operational event communications.
RacketTrack	Customer, racket, string, tension, grip, service-job, request, completion and equipment-history records.
Consent and communications	Policy versions accepted, timestamps, acceptance method, privacy/media/marketing choices, service messages, support conversations and auditable changes.
Emergency and safety	Emergency contact name/phone, relevant allergies, medical conditions, medication, injuries, restrictions, accessibility needs, emergency instructions and incident details where necessary.
Optional media	Photographs, video or audio where separate consent or another lawful basis applies.
Technical and security	IP address, browser/device information, timestamps, security events, access logs, error logs and other technical records reasonably needed to operate and protect the service.

DATA MINIMISATION	Detailed medical files, identity documents or other high-risk data should not be requested unless genuinely necessary for a specific service, verification, safety or legal requirement.
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Why information is used

Service delivery first. Consent where it matters. No hidden secondary use.

SportsTrack may process personal data for the following purposes, depending on the service and the information supplied:

- Create and review a SportsTrack signup, account-holder record and player profile.
- Respond to an enquiry or take steps requested before coaching, booking, an event, a racket service or another contract is confirmed.
- Deliver, schedule and administer coaching, classes, court/facility bookings, packages, events, invoices and racket services.
- Maintain accurate attendance, booking, package, payment, event and service history.
- Protect participant safety, apply disclosed medical restrictions and support emergency response.
- Verify identity, mobile number, eligibility, role or facility access where a product requires it.
- Send operational messages such as booking confirmations, attendance updates, schedule changes, invoices, payment reminders, event notices and safety information.
- Prevent misuse, investigate errors, protect accounts, defend legal rights and maintain auditable records.
- Improve reliability, usability and security using proportionate technical information or aggregated/anonymised analysis.
- Send optional SportsTrack news or promotional updates only where the person has chosen to receive them or another lawful route clearly applies.
- Use identifiable photos, video or audio for optional public or promotional purposes only where the required choice has been recorded.

Consent and other permitted processing

Where consent is required, it should be specific, clear and affirmative. Consent can be withdrawn for future processing, subject to records or processing that must be retained for another lawful reason. Some processing may be permitted without consent where applicable law allows it - for example to perform or prepare a contract, protect a person's interests, handle legal claims, comply with legal obligations or protect important safety interests.

NO AUTOMATED APPROVAL	The shared signup flow creates a Pending review record. It does not make a solely automated decision that grants or refuses coaching, bookings or service access. A coach or administrator reviews the registration.
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Juniors, medical data and emergencies

Extra care where the information is sensitive or relates to a child.

Junior information

A junior participant should normally be registered or approved by a parent, legal guardian or person with documented authority. SportsTrack records the relevant relationship/authority confirmation and may request additional verification where required by law, safeguarding practice, the provider or the nature of the service.

Children under 13. ORYX SportsTrack will not accept a child's personal data through the public signup unless an approved process is available that obtains explicit, documented and verifiable parental consent before collection. If that verification route is not available, the guardian should contact ORYX SportsTrack before submitting the child's details. Where under-13 processing is permitted, withdrawal must be reasonably accessible, the purpose must be explained clearly, access must be limited to authorised people on a minimum-necessary basis, and the child's data must not be used for targeted advertising or commercial profiling.

Relevant medical and emergency information

SportsTrack may ask whether relevant medical considerations exist and, where the answer is yes, collect a short explanation. This information is intended for safe participation, sensible service adaptation, emergency response and incident handling - not for diagnosis or unrelated profiling.

- Only information reasonably relevant to participation or emergency response should be requested.
- Access is limited to authorised SportsTrack administrators and relevant coach/provider personnel who genuinely need the information for participation safety, emergency response or incident handling.
- Medical details are not included in routine signup-notification emails; a notification may state only that a medical consideration was declared.
- The participant or guardian should update information when an injury, condition, medication, restriction or emergency plan materially changes.
- Where urgent action is needed, relevant identity, medical or emergency information may be shared with emergency responders, venue staff, security, a guardian or another person who reasonably needs it to protect the participant.

NOT MEDICAL ADVICE

SportsTrack stores operational participation information. Coaches and sports-service staff are not treated as medical professionals unless separately qualified.

Sharing, processors and international data

Who may receive information and why some processing can happen outside the UAE.

SportsTrack does not sell or trade personal data. Information may be shared only where reasonably needed for the service, safety, platform operation, legal compliance or another disclosed purpose.

Current key service providers and recipient categories

Supabase	Database and server-side functions. The shared SportsTrack registration database is hosted in the Singapore region. Sensitive records are stored in the database rather than placed in routine notification emails.
Vercel	Website hosting and delivery. Hosts public SportsTrack web pages such as the signup page and may process routine technical request information needed to serve the site.
Namecheap Private Email	Operational email used for signup notifications, privacy enquiries and service communications. Signup notification emails are designed not to include detailed medical notes.
Twilio	Where a Track product uses SMS or one-time mobile verification, Twilio may process the mobile number and verification information needed for that function.
Google Fonts	Used at launch to deliver web fonts on the public signup page. Font requests may involve routine technical information such as IP address, browser/device information and request timestamps.
Coaches, clubs, academies and providers	The relevant provider may receive information needed to coach, book, invoice, run an event, provide a racket service or manage facility access.

International processing

Some SportsTrack infrastructure and service providers operate outside the United Arab Emirates. The shared registration database is hosted in Singapore, and website, email, verification and font-delivery providers may process technical or operational data in other locations. Cross-border processing should use providers and arrangements that offer appropriate security and contractual protections and should follow the transfer requirements that apply to the relevant controller and data.

Before processing, people should be told the purposes, relevant recipient categories and the fact that cross-border processing may occur. If a particular transfer requires a specific legal mechanism or explicit consent, that mechanism should be used.

Retention and deletion

Keep records for a reason, not forever.

SportsTrack uses purpose-based retention. A record may be kept while a service relationship is active and for a reasonable period afterwards where needed for service history, accounting, safety, disputes, audit evidence or legal obligations. Data should be deleted, anonymised or restricted when the purpose has ended and no valid reason remains to keep it.

Local signup drafts	When a user chooses Save for later, draft form information may be stored locally in that browser/device. It is not submitted to the SportsTrack database until the user submits the form. Clearing browser storage, resetting the form or using another device may remove the draft.
Pending / rejected signups	Retain for up to 12 months after the last action or final decision, unless a shorter period is appropriate or a dispute, safeguarding issue, consent record or legal claim requires longer.
Active client and service records	Keep while needed to deliver and evidence the service, then generally for up to 5 years after the last relevant service unless legal, financial, safeguarding or claim needs justify another period.
Invoices / financial records	Keep for the statutory, accounting or tax period that applies to the provider and transaction.
Consent and policy-version evidence	May be retained longer than an active profile where necessary to prove what was accepted, by whom and when, or to resolve a complaint or legal claim.
Medical / emergency data	Review when the relationship or condition changes. Remove or restrict when no longer relevant to safety, emergency response, incident management or a legal claim.
Optional media	Keep while the agreed use remains active and appropriate. Withdrawal stops future new promotional use; reasonable efforts should be made to remove controlled online use where practical.
Security / technical logs	Retain only for a proportionate operational, troubleshooting and security period, then delete or aggregate/anonymise where appropriate.

Security and data incidents

Protection is part of the architecture, not an afterthought.

SportsTrack uses technical and organisational controls appropriate to the sensitivity and risk of the information. Controls may include:

- Encrypted connections (HTTPS/TLS) for website and API traffic.
- Server-side handling of privileged keys and secrets rather than exposing them in browser code.
- Database permissions, row-level controls and separation of sensitive records.
- Role-based access so users see only the actions and records required for their job.
- Separate handling of medical information and restriction of medical details in routine email notifications.
- Authentication and mobile verification where required by a Track product.
- Logging, backups, audit history, recovery measures and controlled changes as the platform matures.
- Reasonable review of third-party providers and access permissions.

No system can guarantee absolute security. If SportsTrack or a provider becomes aware of a personal-data breach, the incident should be assessed promptly, contained where possible and documented. The responsible controller should notify the UAE Data Office and affected people when notification is required by applicable law, including information about the nature of the incident and protective steps.

SENSITIVE-EMAIL RULE	Routine internal signup email notifications contain the registration reference and operational summary only. Detailed medical notes remain in the controlled SportsTrack record.
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Your privacy rights

Clear requests, identity checks where needed, and no unnecessary friction.

Where applicable under UAE data-protection law, a person may have the right to:

- Receive information about the types of personal data being processed, the purposes, relevant recipients, retention standards and cross-border protections.
- Request access or a usable copy of personal data, and in qualifying cases request transfer to another controller where technically feasible.
- Correct or complete inaccurate or incomplete information.
- Request erasure where the data is no longer needed, consent has been withdrawn or processing is otherwise no longer justified, subject to lawful exceptions.
- Request restriction while accuracy or processing grounds are being reviewed or where another legal basis for restriction applies.
- Object to or stop processing in qualifying circumstances, including direct marketing.
- Withdraw consent for future processing where consent is the basis, without automatically invalidating processing that occurred before withdrawal.
- Raise a complaint with the responsible controller and, where appropriate, with the UAE Data Office.

How to make a request

Email privacy@oryxsportstrack.com. Please explain the request clearly and identify the relevant account, participant or registration. We may ask for proportionate identity or authority verification before releasing, changing or deleting information, particularly where a junior or another person's privacy is involved.

A request may be limited or refused where the law permits - for example if disclosure would harm another person's privacy, interfere with an investigation, undermine security, conflict with a legal retention duty or affect legal claims. Where possible, the reason should be explained.

DIRECT MARKETING	A person can withdraw an optional SportsTrack news or promotional choice. Operational service messages - such as booking changes, attendance updates, invoices or safety notices - may still be sent where needed for the service.
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Optional media, marketing and website technology

Separate choices for promotion; simple technology for the public signup page.

Photo, video and audio

SportsTrack may offer a separate optional choice allowing appropriate coaching or event photos, video or audio to be used in website content, social media, event coverage, club/provider communications and appropriate promotional material connected with ORYX SportsTrack or the relevant provider. This choice is not bundled into required participation consent.

- A person can say no to optional media use without losing ordinary service access.
- Adults normally make their own media choice. For a junior, the required parent/guardian choice must be recorded before optional identifiable promotional use.
- A withdrawal applies to future new use. Reasonable steps should be taken to remove controlled online material where practical, but it may not be possible to retrieve every copy already printed, downloaded, shared or lawfully published outside the controller's control.
- Media should not be used in a misleading, degrading, unsafe or inappropriate way.

Optional marketing

News, product announcements and promotional messages are sent only where the person has chosen to receive them or another lawful route clearly applies. Contact lists are not sold or traded. Children's data is not used for targeted advertising or commercial profiling.

Website, cookies and local storage

At launch, the public signup page may use essential browser storage to support features such as Save for later, Google Fonts for web-font delivery, and normal hosting/server logs needed to deliver and secure the website. The signup page does not use advertising cookies, behavioural analytics or non-essential tracking at launch.

If analytics, non-essential cookies, advertising technologies or new third-party tracking tools are introduced later, this policy and the consent experience will be reviewed before they go live.

Complaints, updates and policy control

A versioned policy that matches the acceptance record in SportsTrack.

Questions and complaints

Privacy questions or concerns should first be sent to privacy@oryxsportstrack.com. The responsible controller should review the issue fairly, correct genuine errors and explain the outcome. A person who believes personal data is being processed in breach of applicable UAE federal data-protection rules may also have the right to complain to the UAE Data Office (the federal authority referred to in the legislation as the Bureau).

Policy updates

Every material revision receives a new version number and effective date. Where a change materially affects active clients or changes a consent-based purpose, the change should be communicated and fresh acceptance requested where appropriate. Older versions remain archived so the system can show which policy was accepted at a particular time.

Acceptance evidence

SportsTrack preserves the policy title/version, effective version reference, date/time, accepting person, participant where relevant, acceptance method and linked registration/account/service. A later acceptance creates a new record rather than silently replacing the earlier history.

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Version	1.0
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Controller	ORYX SportsTrack, operated by Olav de Jong
Operating location	Dubai, United Arab Emirates
Privacy contact	privacy@oryxsportstrack.com
Website	oryxsportstrack.com
Related document	ORYX SportsTrack Client Terms, Coaching & Participation Rules
Revision summary	First approved public privacy version. Owner-review notes removed; controller identity, retention, current processors, under-13 handling, medical access, optional media scope and launch tracking position finalised.

LEGAL FRAMEWORK	This policy is designed for the UAE federal privacy framework, including Federal Decree-Law No. 45 of 2021 concerning personal data protection and relevant child digital-safety obligations where applicable. A separate jurisdiction or free-zone regime may require a supplemental notice.
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