

# ReadyPlay Sport

## Privacy Policy

**Effective Date:** November 2025

**Last Updated:** May 2026

### 1. About ReadyPlay

ReadyPlay Pty Ltd ABN 84 114 776 192 (“ReadyPlay”, “we”, “us”, or “our”) operates a digital platform that connects players, teams, and sporting venues. Our app allows users to create and join sporting events, share updates, and connect socially through posts, comments, and messaging.

We are committed to protecting your privacy and handling your personal information in accordance with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, and the **Notifiable Data Breaches (NDB) scheme** under Part IIIC of the Privacy Act.

### 2. Information We Collect

We collect personal and non-personal information to provide, improve, and personalise your ReadyPlay experience.

#### (a) Information You Provide

When you use ReadyPlay, you may provide us with:

- **Account Information:** Name, email address, phone number, date of birth, username, password, and profile photo.
- **Sporting Interests and Activity Data:** Your chosen sports, venues you attend, and events you create or join.
- **Content You Share:** Posts, photos, comments, messages, and other user-generated content.
- **Payment Details:** Billing information for paid events or premium features (processed securely through third-party providers such as Stripe, Apple Pay, or Google Pay — we do not store your full payment card details).

#### (b) Information We Collect Automatically

When you use ReadyPlay, we may automatically collect:

- **Usage Data:** App interactions, posts viewed, and engagement metrics.

- **Device Information:** Device type, operating system, app version, and unique device identifiers.
- **Location Data:** With your explicit opt-in consent (via your device's location permissions prompt), we may collect approximate or precise location information to suggest nearby venues and events. You can withdraw this consent at any time through your device settings.

### (c) Information from Third Parties

We may receive information from:

- **Venues and Event Organisers** using ReadyPlay to host events.
- **Third-party integrations** (such as social media or payment gateways), if you actively choose to link them to your ReadyPlay account. Linking a third-party account constitutes your consent to receive information from that service.

## 3. How We Use Your Information

We use personal information for the following purposes and on the following bases:

- To create and manage your account (necessary to provide our service to you).
- To enable you to create, join, and participate in sporting events (necessary to provide our service).
- To display and share content on the social feed (necessary to provide our service).
- To recommend players, teams, or venues based on your interests (with your consent, which you can manage via your profile settings).
- To communicate with you about updates, events, and app changes (necessary to provide our service; marketing communications require your opt-in consent).
- To ensure platform safety, prevent fraud, and enforce our Terms of Use (necessary for our legitimate interests and legal obligations).
- To improve our products, features, and user experience through aggregated analytics (our legitimate interest in improving the platform).

## 4. Sharing Your Information

We may share your information only as necessary to operate the ReadyPlay platform:

- **Public Posts:** Content you share to your feed may be visible to other users depending on your privacy settings.
- **Venues and Organisers:** Event organisers may see your profile and participation details for the events you join.
- **Service Providers:** Third-party vendors (e.g. cloud storage, payment processors, analytics providers) who assist us in operating ReadyPlay. These providers are contractually required to handle your data in accordance with this policy and applicable law.

- **Legal and Safety Requirements:** When required by law, regulation, or legal process, or to protect our rights, users, or the public.

We do **not** sell or rent your personal information to third parties.

## 5. Your Privacy Choices and Controls

You can:

- Access and update your account information at any time in the app.
- Choose whether your posts are public or visible only to followers.
- Manage location sharing and notification preferences through your device settings.
- Opt out of personalised recommendations in your profile settings.
- Withdraw consent for marketing communications at any time via the app or by contacting us.
- Request deletion of your account and data through the in-app account deletion feature (Settings > Account > Delete Account) or by contacting **readyplaysport@gmail.com**.

## 6. Data Storage and Security

We store data on secure servers located in Australia. Where data is transferred to or processed in other countries (currently the United States, for cloud infrastructure services), we take reasonable steps to ensure that overseas recipients handle your information in accordance with the Australian Privacy Principles, including through contractual obligations and security assessments.

We implement reasonable administrative, technical, and physical safeguards to protect your information, including encryption in transit and at rest, access controls, and regular security reviews.

While we take reasonable steps to protect your data, no online system is entirely immune to risk. We encourage you to use strong passwords and keep your login credentials confidential.

## 7. Data Breach Notification

In the event of an eligible data breach (as defined under Part IIIC of the Privacy Act 1988), we will:

- Promptly assess the breach and take steps to contain it.
- Notify affected individuals and the Office of the Australian Information Commissioner (OAIC) as required by the Notifiable Data Breaches scheme.
- Provide you with information about the breach and recommendations for steps you can take to protect yourself.

## 8. Cookies and Tracking Technologies

When you visit our website or use the ReadyPlay app, we and our service providers may use cookies, pixels, and similar technologies to collect information about your browsing or app usage behaviour.

Cookies help us:

- Recognise you when you return to ReadyPlay.
- Keep you signed in.
- Understand usage patterns.
- Improve functionality and personalise your experience.

You can manage or disable cookies through your browser or device settings, though some features of ReadyPlay may not function properly if you do so.

We do not use cookies to collect sensitive personal information, and we do not allow third parties to track you across unrelated websites for targeted advertising without your consent.

## 9. Third-Party Integrations and Links

ReadyPlay may contain links to, or integrate with, third-party services. These may include:

- **Mapping and location services** (e.g. Google Maps API) to show nearby venues.
- **Payment gateways** (e.g. Stripe, Apple Pay, Google Pay) for payments.
- **Analytics tools** (e.g. Firebase, Google Analytics) to understand usage trends.
- **Social media logins** (e.g. Facebook, Apple, or Google) for account creation or sharing.

When you interact with these services, their own privacy policies apply. ReadyPlay is not responsible for the privacy, security, or content of any third-party sites or services that are not operated by us. We encourage you to review their privacy policies before interacting with them.

## 10. Data Retention

We retain your personal information only for as long as reasonably necessary to:

- Provide ReadyPlay services.
- Comply with our legal obligations.
- Resolve disputes and enforce agreements.

When your account is deleted or becomes inactive, we will:

- Delete or de-identify your personal information within 30 days of account deletion (unless required by law to retain it for a longer period).
- Keep anonymised or aggregated data (e.g. usage statistics) that cannot identify you.
- Securely destroy backup copies of your data within 90 days of account deletion.

## **11. Children’s Privacy**

ReadyPlay is not intended for users under the age of **16**. We do not knowingly collect personal information from children under 16. If we become aware that a user is under 16, we will take steps to delete their account and associated data. If you believe a child under 16 has provided us with personal information, please contact us at **readyplaysport@gmail.com**.

## **12. International Users**

If you access ReadyPlay from outside Australia, please be aware that your information will be transferred to, stored, and processed in Australia (and potentially the United States for cloud infrastructure). By using ReadyPlay, you consent to this transfer and processing. We take reasonable steps to ensure your data is treated securely and in accordance with this Privacy Policy, regardless of where it is processed.

If you are located in the European Economic Area (EEA) or the United Kingdom, please note that we may rely on your consent or our legitimate interests as the legal basis for processing your personal information. You may have additional rights under applicable data protection laws, including the right to access, correct, delete, or port your data. Please contact us to exercise these rights.

## **13. Changes to This Policy**

We may update this Privacy Policy from time to time. The latest version will always be available in the app and on our website, with the “Effective Date” clearly stated. Where changes are material, we will notify you via the app or by email before they take effect.

## **14. Contact and Complaints**

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

**readyplaysport@gmail.com**

**ReadyPlay Pty Ltd**

98 Pittwater Road, Manly, 2095, NSW.

**Internal Complaint Handling:**

We take all privacy complaints seriously. Upon receiving a complaint, we will:

- Acknowledge your complaint within 5 business days.
- Investigate the matter and respond to you within 30 days.
- Work with you to reach a fair resolution.

If you are not satisfied with our response, you may contact the **Office of the Australian Information Commissioner (OAIC)**:

- **Website:** [www.oaic.gov.au](http://www.oaic.gov.au)
- **Phone:** 1300 363 992