

# Privacy Policy for VCoach360

**Effective Date: 1<sup>st</sup> January 2026**

## Introduction

Welcome to VCoach360, a sports club management services app committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our app and services. We comply with global data protection laws, including:

- General Data Protection Regulation (GDPR – EU)
- Personal Data Protection Act 2010 [Act 709] (PDPA - Malaysia)
- California Consumer Privacy Act (CCPA)
- California Online Privacy Protection Act (CalOPPA)
- Personal Information Protection and Electronic Documents Act (PIPEDA – Canada)
- Other applicable privacy laws

## Information We Collect

We may collect the following types of personal information:

- Identity Data: Name, date of birth, gender
- Contact Data: Email address, phone number, mailing address
- Club Data: Membership details, attendance, performance stats
- Financial Data: Payment information, billing address
- Device Data: IP address, device type, operating system
- Usage Data: App interactions, preferences, and settings

## How We Use Your Information

We use your data to:

- Manage club memberships and scheduling
- Process payments and invoices
- Communicate updates, promotions, and alerts
- Improve app functionality and user experience
- Comply with legal obligations

## **Sharing Your Information**

We may share your data with:

- Service providers (e.g., payment processors, hosting services)
- Club administrators and coaches (as authorized)
- Legal authorities (if required by law)
- Third parties with your explicit consent

We do not sell your personal information.

## **International Data Transfers**

If you are located outside our primary operating country, your data may be transferred to and processed in jurisdictions with different data protection laws. We ensure appropriate safeguards are in place, such as Standard Contractual Clauses (GDPR) or equivalent mechanisms.

## **Data Security**

We implement industry-standard security measures to protect your data, including:

- Encryption in transit and at rest
- Role-based access controls
- Regular security audits and updates

## **Data Retention**

We retain your personal data only as long as necessary for the purposes stated above or as required by law. You may request deletion of your data at any time.

## **Your Rights**

Depending on your jurisdiction, you may have the following rights:

Under GDPR:

- Access, correction, deletion, and portability of your data
- Restriction or objection to processing
- Right to lodge a complaint with a supervisory authority

Under CCPA:

- Know what personal data is collected
- Request deletion

- Opt-out of data sale (we do not sell data)
- Non-discrimination for exercising your rights

Under CalOPPA:

- Right to know how your data is used
- Right to be notified of changes to this policy

Under PIPEDA:

- Access and correction of personal data
- Right to challenge compliance

### **Cookies and Tracking**

We use cookies and similar technologies to enhance your experience. You can manage cookie preferences through your browser settings.

### **Children's Privacy**

Our services are not intended for children under 13. We do not knowingly collect personal data from minors without parental consent.

### **Changes to This Policy**

We may update this Privacy Policy from time to time. Changes will be posted in-app or on our website with the updated effective date.

### **Contact Us**

If you have questions or wish to exercise your rights, contact us at:

Email: [privacy@vcoach360.com](mailto:privacy@vcoach360.com)

Address: Malaysia