

Privacy Policy

We at TPC Software Develop S.L.U. (“we”, “our”, “us” or “Matchpoint”) care about privacy and want you to feel you are in safe-hands when we process your personal data and we work hard to protect your integrity.

We provide a management software for sport providers, offering branded apps, websites and a flexible administration system (the “Service”). This privacy policy applies to potential customers, customers, suppliers, visitors to our website and others who interact with us.

Here we explain why we process your personal data, what [your rights](#) are, the legal basis on which we handle your data and for how long we store it.

If you are a jobseeker or employee, we refer you to our Privacy Notices tailored to our specific relationship.

Table of Content to help you navigate:

[Who is responsible for processing your personal data?](#)

[From where do we collect your personal data?](#)

[The personal data you need to provide to us](#)

[Who can gain access to your personal data and why?](#)

[Where is your personal data processed?](#)

[Processing where our customers have a responsibility as controllers](#)

[Detailed description of how we process your personal data](#)

[To manage customer, supplier and other relevant interactions - B2B](#)

[To comply with bookkeeping, accounting and transaction related obligations](#)

[To provide our Service B2B](#)

[To analyse how our website or Service is used - Visitors or users](#)

[What are your rights when we process your personal data?](#)

[Right to information and access](#)

[Right to rectification](#)

[Right to erasure \(“the right to be forgotten”\)](#)

[Right to restrict processing](#)

[Right to data portability](#)

[Right to withdraw your consent and object to processing](#)

[Right to lodge a complaint with a supervisory authority](#)

[Balancing of interests assessments when processing personal data based on the legal basis “legitimate interests”](#)

Who is responsible for processing your personal data?

TPC Software Develop S.L.U., (C.I.F (VAT No.) B-97183263), is responsible for the processing of your personal data.

Should you have any questions regarding privacy or if you wish to exercise any of your rights under data protection legislation, please contact us via our e-mail address dataprotection@tpc-soft.com or write us a traditional letter to our postal address Calle Almassora 37, Local 3, La Saïdia, 46009 València, Spain.

From where do we collect your personal data?

We collect your personal data directly from you when you show an interest in our Services, enter into negotiations or conclude an agreement with us or when you get assigned or register a Matchpoint account or use Matchpoint. We might also receive your information from the entity that you represent. We might also reach out to you based on recommendations or publicly available information to offer our services or request your services. Much information is voluntary to provide to us.

The personal data you need to provide to us

In general, you are not required to provide personal data to us, but certain information needs to be provided in order to use our Service. In which situations you *need* to provide personal data to us is described in the below charts where the legal basis is stated as “Performance of a contract” or “Legal obligation”. If you do not provide such personal data to us, we will not, for example, be able to make our Service available to you.

Who can gain access to your personal data and why?

Your personal data is primarily processed by us or our affiliated companies, mainly MATCHi AB, MATCHi TV AB and Eversport GmbH. This means that your personal data will be handled by us or the aforementioned affiliated companies, our employees and representatives, but only to the extent it is needed for them to conduct their work.

In certain cases, in order to conduct our business efficiently, we need to share your personal data with our suppliers, partners and companies in the same group as ourselves which are noted in the above paragraph or relevant authorities. We are responsible for any sharing of your personal data to such suppliers, partners, subsidiaries or authorities and to make sure your personal data is safe when shared with third parties.

We will *share* your personal data with the following recipients:

- Our **IT-suppliers** that will process your personal data on our behalf as our processors in order for us to have a functioning IT system and conduct our business efficiently. Your personal data is only shared to the extent necessary for our suppliers to fulfil their

obligations in the contract they have with us and according to our instructions. This is applicable to all detailed schedules listed below.

- Our affiliated **group companies**, MATCHi, MATCHi TV or Eversport.
- If you receive our newsletters or surveys, we will share your personal data with the company that provides a system for **sending newsletters or conducting surveys**.
- Our **payment service providers** in order to administrate your payments.
- Professional or legal **advisors**, external **auditors** or when required by mandatory law, **authorities**.

Where is your personal data processed?

We process your personal data within the EU/EEA. In some instances, we will transfer your personal data outside of the EU/EEA to our IT-suppliers that process personal data as our data processors and according to our instructions. Such transfer only takes place in accordance with applicable data protection legislation, meaning that we will transfer your personal data outside the EU/EEA when we can ensure an appropriate level of protection of your personal data.

Processing where our customers have a responsibility as controllers

Please note that we also process data on behalf of our customers. Our customers process their personal data using our Service and we act as a processor to them. This means that if you are a customer, member or user at a sports provider using Matchpoint, note that they act independently of us and if you want information about how the respective sports provider (such as a club, venue or other) processes your data, we suggest you contact them as they are the controller of their own data and set their own policies and terms and make their own decision on what ground the processing takes place.

Detailed description of how we process your personal data

The below charts describe in detail why we process your personal data, which categories of personal data we process, our legal basis for the processing and for how long we process your personal data. The legal basis is the basis for our processing of your personal data according to the GDPR. As this policy mainly describes our use of personal data in a B2B context, what is described below is usually names and contact details and titles related to the supplier or customers representatives who interact with us. Where the counterparty is a sole trader the information might be more of a personal nature, although in a professional capacity.

This is partly information we have a legal obligation to provide and it might feel a bit cumbersome – do not hesitate to contact us if you have any questions regarding our processing of personal data. Our [contact details](#) can be found in the beginning of this privacy policy.

To manage customer, supplier and other relevant interactions - B2B

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - To reach out and request supplier services. - To reach out and offer our Services. - Negotiating sales and purchases and possibly enter into an agreement. 	<ul style="list-style-type: none"> - Contact info to representatives of our counterpart, for example customers or suppliers, such as: <ul style="list-style-type: none"> - Name - Title - E-mail address - Phone number 	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our legitimate interest to conduct our business and offer and solicit goods and services.</i></p>
<ul style="list-style-type: none"> - Manage our contractual relationship and related dealings. 	<ul style="list-style-type: none"> - As noted above. - Information from our communications and interactions. 	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our legitimate interest to conduct our business and offer and solicit goods and services.</i></p> <p>Performance of a contract</p> <p><i>The processing is necessary in order for us to fulfil the contract we have with the entity you represent.</i></p>
<p>Storage period: We will process your personal data for this purpose for as long as it is relevant to us and will update and delete information when it is obsolete, depending on the context</p>		

To comply with bookkeeping, accounting and transaction related obligations

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - Store information in bookkeeping and accounting - Document information to know our customers, if required under the law. 	<ul style="list-style-type: none"> - Name - History regarding payments made and other information that constitutes accounting records - So called 'know your customer' information, if required 	<p>Legal obligation</p> <p><i>The processing is necessary to comply with legal obligations to which we are subject, i.e. bookkeeping and accounting legislation or other transaction related legislation to counter money laundering, terrorism or comply with sanctions.</i></p>
<p>Storage period: We will store any document constituting bookkeeping material and personal data included therein for seven to eight years according to bookkeeping and accounting legislation. The regulation means that we store bookkeeping material until and including the seventh year after the end of the calendar year for the fiscal year to which the personal data relates.</p>		

To provide our Service to Customers/Sports Providers

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - Provide our Services - Communicate with you as necessary to fulfil our contractual obligations, such as to send you updates, provide support or handle enquiries or claims. - Send information about news, marketing, offers and invitations (“newsletters”) or send surveys with enquiries related to aspects of our Service, the wider market which we cater to or potential future developments. 	<p>Contact and admin info to representatives of our customers, such as:</p> <ul style="list-style-type: none"> - Name - E-mail address - User name - Administrators - Passwords - Information as to whether you wish to receive such newsletters or surveys. <p>Note that results from surveys are anonymous so we do not process any answers as personal data.</p> <p>We also process information as data processors that you choose to register, such as:</p> <ul style="list-style-type: none"> - Account information - Information about your sports operations that you choose to enter into the Service or allow others to enter. This could be a wide range of information such as personal data related to members, customers, players and their names, contact info, sports data, bookings, purchases, activities, communications, affiliations, participation, results, preferences etc. 	<p>Legitimate interest</p> <p><i>The personal data that you choose to register will be processed based on our legitimate interest to develop and adapt the Service.</i></p> <p>Performance of a contract</p> <p><i>The processing is necessary in order for us to fulfil the contract we have with the entity you represent. Information that you choose to register about your operations for administrative purposes to use the Service is also regulated in our Data Processing Agreement.</i></p>
<p>Storage period: We will process your personal data for this purpose for as long as it is current and update or delete when it becomes obsolete or when you no longer use our services unless we need the information to fulfill our legal obligations.</p>		

To analyse how our website or Service is used - Visitors or users

Purpose with our processing	What personal data we process	Our legal basis for the processing
<ul style="list-style-type: none"> - Analyse how you use our Service or provided websites or apps, to improve our website and services. To do this we use the analytic service from Amplitude and Google Analytics. - The analytic service means that we place a random ID on your device to distinguish your device from other visitors and to acknowledge patterns in how our website is used. We will however not know who you are - The personal data we gather will be used e.g. to optimize functions and to adapt the websites to suit our visitors - We will gather personal data by using cookies and you can read more about our cookie use here 	<ul style="list-style-type: none"> - An encrypted version of your IP address - Information about your device/browser and if you use more than one device (which area in the country you use our website from and which screen resolution you have) - Information about your activities on the website, for example what you click on and how many times you have visited the website - Other information Google has about you, e.g. information about from which site you found us - The above is an overview of the most relevant information, but this is very technical and there could be details related to the above which will be processed. 	<p>Legitimate interest</p> <p><i>The personal data will be processed based on our legitimate interest to provide and improve our customer service.</i></p> <p><i>You can prevent Google Analytics from using your personal data by downloading and installing this browser add on.</i></p> <p><i>From time to time, different cookies may be used. If these cookies are not essential to the service, we process the data based on your consent, when this is the case you can withdraw your consent at any time.</i></p>
<p>Storage period: We will store your personal data until you delete your account at the latest, but some data may be deleted earlier.</p> <p>Google will continue to store your personal data for their own purposes and Google will inform you separately about such storing.</p>		

What are your rights when we process your personal data?

- A detailed description.

You have certain rights regarding your personal data and we outline them below.

If you want to know more or if you want to exercise any of your rights, please contact us and we will do our best as we are happy to help. Our [contact information](#) can be found at the beginning of this privacy policy.

Right to information and access

You have the right to obtain *confirmation* as to whether we are processing personal data about you or not.

In detail: Information we provide include the following:

- the purpose of the processing;
- categories of processed personal data;
- recipients or categories of recipients to whom personal data can be shared, especially if located in third countries;
- expected retention times for storage or the criteria used to establish such time;
- information about your rights to have personal data corrected, deleted or limit the processing thereof or your right to object to such processing;
- your right to lodge a complaint with a supervisory authority;
- any application of automated decision making, including profiling in accordance with GDPR, articles 22.1 and 22.4; and
- if personal data is transferred to a third country or international organisation, you also have the right to information about what measures, in line with GDPR article 46, have been taken to ensure an appropriate level of data protection.

You also have the right to obtain a copy of the personal data processed by us. Should you request more copies we may choose to charge a reasonable fee to cover administrative costs. If the information is requested via e-mail, you will receive the information in a common electronic format.

Right to rectification

You have a right to *correct* any inaccurate personal data concerning you that we may be processing and to ask us to have *incomplete personal data completed*.

In detail: With consideration of the purpose you have a right to complete any non-complete personal data. If possible and within reasonable efforts, we will inform each recipient with whom the personal data has been shared in case of any rectification. If you want more information about such recipients you are welcome to contact us. Our contact information can be found at the beginning of this policy.

Right to erasure (“the right to be forgotten”)

Under certain circumstances, you have a right to request that we delete your personal data. In addition to our own processing of personal data, we also process data on behalf of venues as data processors. If you request that we delete your personal data, we will handle your request

as related to our own processing but should you also want a venue to stop processing your personal data, you must contact the venue directly.

In detail: You have the right and we have the obligation to delete your personal data without undue delay if any of the following applies:

- personal data are no longer necessary for purposes which they were collected or processed,
- you object to the processing pursuant to Article 21.1 of the GDPR and there are no legitimate reasons for the processing outweighing your reasons, or you object to the processing in accordance with Article 21.2 of the GDPR,
- personal data has been non lawfully processed, or
- personal data must be deleted in order to fulfil a legal obligation under EU law or any applicable national law to which we are subject.

In the event that we have made public the personal data and are required to delete it as above, we will, taking into account available technology and the cost of implementation, take reasonable steps including technical measures, to notify the controllers of your request and that you wish they delete any links to, or copies or reproductions of specific personal data.

Please note that our obligation to delete and notify does not apply to the extent processing is necessary for the following reasons:

- to exercise the right to freedom of expression and information,
- to fulfill legal obligations under EU law or applicable national law to which we are subject, or
- to be able to establish, assert or defend legal claims.

We delete your personal data at your request, provided that we do not have an obligation to save the personal data in accordance with applicable laws and regulations.

We will notify each recipient to whom the personal data has been shared of any deletion that has taken place as described above, unless this proves to be impossible or entails a disproportionate effort. If you want information about these recipients, you are welcome to contact us. You will find our [contact information](#) at the beginning of this privacy policy.

Right to restrict processing

Under certain circumstances, you also have a right to request that we restrict our processing of your personal data.

In detail: The right applies if:

- you dispute the accuracy of the information (but only for such time that allows us to verify),
- the processing is illegal and you oppose the deletion of personal data and instead request a restriction on the use of the data,

- you need the personal data to assert or defend legal claims even though we no longer need the data for our purposes, or
- you have objected to the processing in accordance with Article 21.1 of the GDPR and we have not done an assessment of whether our legitimate interest in the processing outweighs your legitimate reason for restricting the processing of your personal data.

If the processing referred to above is restricted, such personal data (with the exception of storage) may only be processed with your consent or to establish, assert or defend legal claims or to protect the rights of any other persons or for reasons of public interest. Furthermore, we will notify you before ceasing to restrict any processing.

We will notify each recipient to whom the personal data has been disclosed of any restriction on processing taken place as described above, unless impossible or if it entails a disproportionate effort. If you want information about these recipients, you are welcome to contact us. You will find our contact information at the beginning of this privacy policy.

Right to data portability

Under certain circumstances, you have a right to receive your personal data from us in a structured, commonly used and machine-readable format and, where technically feasible, have your personal data transferred to another company (“data portability”).

In detail: The right to data portability applies to personal data that you have provided to us in a structured, widely used and machine-readable format, if the processing is based on the legal basis of performance of contract (GDPR, Article 6.1 b) and the processing is automated.

The exercise of the right to data portability does not affect the application of Article 17 of the GDPR, which shall not apply to processing that is necessary for the performance of a task of general interest or that is part of the exercise of authority performed by us.

Your right to data portability must not adversely affect the rights and freedoms of others.

Right to withdraw your consent and object to processing

You have a right to object to our processing of your personal data when the processing is based on the legal basis “[legitimate interest](#)” and we will always consider your objection. You always have a right to withdraw any consent you have given us, partly or completely. For example you can always withdraw consent to use your data for marketing and profiling purposes, such as sending newsletters, surveys or giving you customised suggestions. You can read more about this in the charts above.

In detail: If you object, we may no longer process your personal data as long as we can not demonstrate compelling legitimate reasons for the processing that outweigh your interests, rights, and freedoms or whether it is for the determination, exercise, or defence of legal claims.

Right to lodge a complaint with a supervisory authority

You always have the right to lodge a complaint with a supervisory authority. You may do this in the EU/EEA member state where you live, work or where an infringement of applicable data protection laws is alleged to have occurred. The supervisory authority in Spain is the Spanish Authority for Privacy Protection (Integritetsskyddsmyndigheten).

Balancing of interests assessments when processing personal data based on the legal basis “legitimate interests”

As we state above, for some purposes, we process your personal data based on our “legitimate interest”. By carrying out a balancing of interests assessment concerning our processing of your personal data, we have concluded that our legitimate interest for the processing outweighs other concerns. This assessment is done with caution and we strive to strike a fair balance.

If you want more information about any aspect of how we process your data or if you want to exercise any of your rights, you are very welcome to contact us. Our [contact information](#) can be found in the beginning of this privacy policy.

This Privacy Policy was adopted by TPC Software Develop S.L.U. on the 4 of May 2026