

Privacy Policy

Effective Date: 3 July 2026

1. Introduction

Padel Magic ("we", "our", "us") respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

This Privacy Policy explains how we collect, use, store, disclose and protect your personal information when you visit www.padelmagic.co.za, contact us, make a booking, or use any of our services.

By using our website, you agree to the collection and use of your information as described in this Privacy Policy.

2. Who We Are

Padel Magic operates a padel club and related facilities, including court bookings, coaching, events, restaurant services, venue hire and other recreational activities.

Website:

www.padelmagic.co.za

3. Information We Collect

Depending on how you interact with us, we may collect:

Personal Information

- Full name
- Email address
- Mobile number
- Physical address (where required)
- Date of birth (where required)
- Emergency contact details
- Booking information

- Payment information (payments are securely processed through third-party payment providers and we do not store your full card details)

Website Information

When visiting our website we may automatically collect:

- IP address
 - Browser type
 - Device information
 - Pages visited
 - Time spent on pages
 - Referral website
 - Cookies and analytics information
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4. How We Collect Information

We collect information when you:

- Complete a contact form
 - Book a court
 - Register for events
 - Sign up for newsletters
 - Contact us via email, WhatsApp or telephone
 - Enter competitions
 - Participate in promotions
 - Visit our website
 - Engage with us on social media
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5. Why We Collect Your Information

We use your information to:

- Process bookings
- Manage memberships
- Respond to enquiries
- Confirm reservations
- Provide coaching services
- Organise events
- Improve customer service

- Improve our website
 - Send booking confirmations
 - Send marketing communications where you have consented
 - Comply with legal obligations
 - Prevent fraud and protect our business
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6. Marketing

We may send promotional emails, SMS messages or WhatsApp communications regarding:

- Events
- Coaching
- Specials
- Restaurant promotions
- Tournaments
- Club news

You may unsubscribe from marketing communications at any time.

7. Cookies

Our website uses cookies to improve your browsing experience.

Cookies help us:

- Remember preferences
- Understand website usage
- Improve website performance
- Analyse visitor behaviour
- Enhance security

You can disable cookies through your browser settings, although some website functionality may be affected.

8. Google Analytics and Third-Party Services

Our website may use services including:

- Google Analytics
- Meta (Facebook) Pixel
- Booking platforms
- Payment gateways
- Website hosting providers

These providers may process limited personal information to help us operate our website and services.

Each provider maintains its own privacy policy.

9. Sharing Your Information

We do not sell your personal information.

We may share your information only where necessary with:

- Payment providers
- Booking platforms
- Website developers
- IT service providers
- Professional advisers
- Regulatory authorities where required by law

All third-party providers are expected to process information securely and in accordance with applicable privacy laws.

10. Data Security

We implement reasonable technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Theft
- Misuse
- Disclosure
- Alteration
- Destruction

Although we strive to protect your information, no online transmission or storage system can be guaranteed to be completely secure.

11. How Long We Keep Information

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

- Provide our services
- Meet legal obligations
- Resolve disputes
- Enforce agreements

Information is securely deleted or anonymised when no longer required.

12. Your Rights Under POPIA

You have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion where legally permitted
- Object to certain processing
- Withdraw consent where processing is based on consent
- Lodge a complaint with the Information Regulator

We will respond to requests within a reasonable period as required by law.

13. Children's Privacy

Our services may be used by juniors participating in coaching or events.

Where personal information relating to minors is collected, it will generally be provided by or with the consent of a parent or legal guardian where required by law.

14. External Links

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any updates will be published on this page with the revised effective date.

16. Contact Us

If you have any questions regarding this Privacy Policy or your personal information, please contact us.

Padel Magic

Website:

www.padelmagic.co.za

Email:

padelmagic@icloud.com

Telephone:

+27829062621

Physical Address:

173 President Kruger Street, Benoni, Gauteng, South Africa

17. Information Regulator

If you believe your rights under POPIA have been infringed, you may lodge a complaint with the Information Regulator (South Africa).

Website:

<https://inforegulator.org.za>

Email:

PAIAComplaints@inforegulator.org.za

General Enquiries:

enquiries@inforegulator.org.za

Telephone:

010 023 5200

By using www.padelmagic.co.za, you acknowledge that you have read and understood this Privacy Policy and consent to the processing of your personal information as described herein.