

PRIVACY POLICY

Effective date: May 25th, 2018

Welcome! This website is a service provided by Tencap Sports, LLC (Tencap). At Tencap, your privacy is important to us. This Privacy Policy describes how we handle your information when you use www.tencapsports.com or any of our other websites or services (the Services).

This Privacy Policy explains:

- Our principles with respect to your information
- Why we collect your information
- What information we collect
- How long we keep your information
- Who has access to your information
- How we transfer your information internationally
- Your choices regarding your information
- How to contact us regarding your information
- Other important privacy information

Please read this Privacy Policy, along with our Terms of Use, to ensure that you understand and are comfortable with our use and disclosure of your personal information. By using the Services, you are consenting to the use and disclosure of your information under the terms of this Privacy Policy. **If you do not agree to any of the provisions within this Privacy Policy, you should not use the Services.** If you have questions regarding your information, you can contact us via the Help section.

When this policy mentions "Tencap," "us," "we," or "our," it refers to Tencap Sports, LLC, the entity responsible for handling your personal information.

Our principles with respect to your information

You share what you want. We provide you with the opportunity to share information about yourself to help you make connections with other players, improve your fitness experience, and track your progress. We also provide you with the tools to alter or delete your personal information if you so desire. With access to your account, you may access, modify, or delete virtually all of your personal information that we have collected. We have minimized the personal information we need from you to use the Services. Use the Services by sharing only the information that you want to share.

Why we collect your information

The Services involve the sharing of your personal information with other people (like when others view your profile page), automated calculations regarding the information provided (like when we update and display your tennis rating

or suggest a match placement for you), and information regarding your use of the services (like how many times you login each month or whether you viewed that email your fitness network sent out last week). We enable you to share this information because we believe that it helps you engage socially with your community and helps your fitness network provide you with a better service. If our purposes ever change, we won't use your personal information without receiving your consent.

Purposes of collection

We collect your information for the following purposes:

Providing you with the Services

We collect your information for the purpose of enabling you to take advantage of the many features provided by the Services. There are many different categories of information that we collect but we will use your match history as an example. We collect your match history to provide you with an easy way to remember it, to allow you to share it with others, to easily verify your scores with your opponents, to show your place on the leaderboard, to calculate your rating, and to provide you with opponents at similar skill levels.

Sharing it with your fitness network

We also collect your information to allow your fitness network to have access to it. With your personal information and our tools, your fitness network can enhance the experience they offer to you. The Services allow your fitness network to communicate more easily with you, to show you more opportunities to participate in events, to easily manage registration for events, to schedule matches for those events, and to keep track of how engaged you are with the Services.

Other purposes

We may, from time to time, use your personal information for the following various purposes: research and development, to communicate with you about the Services, to market the Services, for customer support, for safety and security, and to protect our legitimate business interests and legal rights.

Legal bases for collection

Consent

We deal primarily with the information you consent to give us. If you no longer consent to the use of your personal information or you suspect that someone provided us your personal information without your consent, you may inform us of the situation and request us to take action on your behalf.

Legitimate interests

We may deal with your personal information in order to fulfill our contractual obligations or protect our own legal, security, or other legitimate interests. If you suspect we are using your personal information, you may have the ability to exercise certain rights under applicable law. Please contact us with your questions or concerns.

What information we collect

We collect the information that is provided to us, either by you or by someone else (such as an administrator from your fitness network or another user) and information about your use of the Services (such as your last login date or your registration into an event).

Essential information

- In order to access your account, we may require an email address from you and a password. We do not require any other information for you to access your account. You may use the Services without providing any additional information. You may modify or delete your essential information at any time.
- A unique identifier may be used in connection with your account to help us ensure that we have honored any requests regarding your personal information and to preserve our own legal rights, claims, or defenses. This information may not be modified or deleted except as required by law.

Non-essential information

- You may, if you desire to do so, provide other information to utilize the full functionality of the Services. However, you are not required to do so. For example, you may enter your name and phone number into your profile to make it easier for other users to contact you. Any non-essential information you provide may be deleted or altered at any time.

Third-party authentication

- In some cases, a login credentials for the Services not be required from you because we receive authentication that you should have access to an account from somebody else. This may be your fitness network or another service provider, like Google or Facebook. When doing this, you are using your account with those other service providers to access your account with us. We do not receive your account information from these other service providers, only a message telling us that your account has been authenticated.

Communications

- When you communicate with others through the Services, (for example, by posting a message on another user's wall or sending an email) the content of those communications is collected to ensure that it is delivered to the recipients and available to you and the recipients in the future. When you remove that information from your account, it is still stored and made available to the recipients.
- When you communicate directly with us, we collect and store the content of those communications to help ensure we are providing the best experience we can and to protect our own legal, business, and security interests.

Information about your use of the Services

- When you use the Services, some information concerning your activities is collected and may be associated with your account. For example, the date your account was last accessed and whether or not you viewed an

individual email are recorded by the Services. This type of information may be shared with others. Primarily, we share this information with your fitness network to help them offer you the best experience they can.

How long we keep your information

We do not routinely delete the personal information we collect but we will do so upon request. You may delete the personal information you have provided by following the steps available in our Help section.

Who has access to your information

Besides Tencap, others may have access to the personal information you provide. Who can see it and what you can do about depends on the type of information:

Other members within your network

Tencap shares the personal information you provide within your profile or that is associated with your account with other members of your fitness network. This includes any biographical information, your match history, your ratings, your friends list, the comments you make on others' walls.

Your friends

Tencap shares the personal information you provide within your profile to those who you chose to "friend" within the Services. They will also be aware of virtually all of your other activity, excluding the emails you send to others.

Your fitness network

Tencap offers the Services through relationships with multiple fitness networks. Your fitness network has the same access and capabilities regarding your personal information that you have. Your information, including information about your use of the Services that you may be unaware of is made available to your fitness network.

Outside service providers

Tencap may hire the services of third-parties to maintain or improve the Services. Some of these service-providers may be located outside the EU/EEA or the United States. We may need to grant them access to your account to ensure the delivery of those services. Such third-parties will be contractually bound by the provisions in this Privacy Policy and applicable laws.

Legal and governmental entities

We may share your personal information with courts, law enforcement agencies, and governmental authorities to respond to verified requests relating to any activity that may expose us, you, or any of our users to legal liability or to protect the rights, property, or personal safety of Tencap, its employees, and members of the public. We may also share your personal information to comply with our legal obligations, to enforce our legal claims or rights, and to respond to claims asserted against us.

Successors in interest

We may also share your personal information as part of or in preparation for a sale, merger, or change in controlling interest of Tencap. Any such buyer will be bound by the provisions of this Privacy Policy and may use your information under these terms.

Anonymized/Pseudonymized information

Some information regarding your use of the services is not able to be linked to your account or identify you. This information may be given to your fitness network so it may improve the services provided to you. For example, when you view an email from an administrator at your fitness network, Tencap shares the fact that someone viewed with your fitness network but nothing else. Because this information is not able to be linked to your account, we cannot provide it to you, delete it, or alter it in any way.

Information security

Tencap maintains certain safeguards that are designed to prevent unauthorized access, use, or disclosure of the personal information we collect. However, it is impossible to ensure the total security of information transmitted over the Internet. You use the Services and provide us with your personal information at your own risk.

How we transfer your data internationally

Tencap is based in the United States but provides the Services to persons in Europe. Privacy laws in the United States may not be as protective of your personal information as in Europe. By using the Services, you consent to the transfer, storage, and processing of your personal information in the United States in accordance with this Privacy Policy and under applicable law.

Your choices regarding your information

In some jurisdictions, including the EU/EEA, you may be entitled to exercise the rights detailed below. To exercise any of the following rights, please see the Help section. We may require you to verify your identity before we resolve your request. Some requests may not be able to be completed (for example, due to technical limitations or because we must protect our own legal interests). In such cases, you will be informed of the reason(s) your request cannot be completed and your rights going forward.

Accessing your personal information and receiving it in a portable form

You may be entitled to see the personal information regarding you that we have collected. A copy of the your personal information will be provided to you upon request. If you so specify, your data will be provided in a commonly used digital format.

Changing and correcting your personal information

Where you cannot update your information through an account, you may request that we update it on your behalf.

Deleting your information

Where you cannot delete your personal information through an account, you may request that we delete it on your behalf. Deletion of certain information may limit your ability to use some aspects of the Services that rely upon that information.

Restriction of use

Where you cannot restrict the use of your personal information through an account, you may request that we restrict it to certain particular purposes on your behalf. Restricting the use of your personal information may limit the functionality of the Services in other ways.

Revoking consent

You may withdraw your consent to the use of your personal information at any time. If you suspect that we are using your personal information without having provided consent, please inform us immediately and we will remove your information.

Complaints

You have the right to file complaints regarding our use of your personal information with a competent data protection authority.

How to contact us regarding your information

Please visit the Help section for guidance about contacting us regarding your information or email us at support@tencapsports.com.

Other Important Privacy Information

Children

The Services are not meant to be used by children. Anyone under the age of 13 is not allowed to use the Services and may not attempt to create an account. We do not knowingly collect any information from persons under the age of 13 or allow them to create an account. If it comes to our attention that we have collected personal information from a person under the age of 13, we will delete this information. If you have reason to believe that we may have collected such data, please contact us immediately.

Changes to this Privacy Policy

We may, from time to time and in our sole discretion, make changes to this Privacy Policy. Updated policies will be available for review within the Services. Please review the Privacy Policy periodically to ensure that you

are aware of any changes. Significant changes to this policy will be communicated to users. Access to the Services is subject to the terms of this Privacy Policy as of the effective date listed above.