



The Padel Hub - Privacy Policy

Last updated: 12.08.2025

At The Padel Hub, we're committed to protecting your privacy and respecting your personal data. This policy explains how we collect, store, use, and share your information when you visit our clubs, use our website, or book through our app.

By using our services or signing up for a membership, you agree to the practices outlined below.

1. Who We Are

The Padel Hub operates multiple club locations offering memberships, classes, events, and Pay & Play access. We are the Data Controller of your personal data and responsible for ensuring it is handled in line with data protection law (including the UK GDPR and Data Protection Act 2018).

2. What Information We Collect

We collect and process the following types of information:

Personal Information

- Full name
- Email address
- Phone number
- Date of birth
- Payment details (via our third-party processor)
- Membership type and booking activity
- Emergency contact (optional)

Technical & Usage Information

- Booking history through the Playtomic and Glofox apps.
- Website/app usage data (e.g. IP address, browser type, device)
- Communications or feedback you've provided to us

Special Category Data

We only request health-related information (e.g. injury or medical note) if you apply for a membership pause. This information is kept strictly confidential and only accessed when required for service delivery.

3. How We Use Your Information

We only use your data where necessary to provide services, improve your experience, and meet legal obligations. This includes:

- Processing membership applications and payments
- Managing bookings, classes, events, and communications
- Contacting you about schedule changes, closures, or club updates
- Providing customer support
- Ensuring club safety and compliance with Club Rules

- Sending marketing emails (only with your consent)

We will not sell or rent your data to third parties.

4. How We Share Your Data

We only share your data when necessary:

- With Playtomic and Glofox our third-party booking platform, to process bookings and payments
- With coaches or staff, to manage your sessions, group coaching, or support needs
- With service providers, such as email or payment processors, under strict confidentiality agreements
- When required by law, such as with law enforcement or regulators

5. Marketing Preferences

We may send you occasional updates about new classes, offers, or events at The Padel Hub—but only if you've opted in. You can unsubscribe from marketing emails anytime by clicking the link in our emails or by contacting us.

6. Data Security & Retention

We store your data securely and only retain it for as long as necessary to deliver our services, meet legal obligations, or resolve disputes. When no longer needed, your data is deleted or anonymized.

7. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data ("right to be forgotten")
- Object to or restrict certain data processing
- Withdraw consent at any time (for marketing or health data)
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of your rights, email us at membership@padelhub.uk.

8. Cookies

Our website may use cookies to improve your browsing experience. These help us understand site traffic and preferences. You can adjust your browser settings to disable cookies if you prefer.

9. Third-Party Links

Our website and communications may contain links to third-party sites (e.g. Playtomic, social media). We are not responsible for the privacy practices or content of these websites.


10. Changes to This Policy


We may update this Privacy Policy occasionally. Any changes will be posted here, and where appropriate, emailed to members. We recommend checking this page from time to time to stay informed.

Contact Us

If you have questions about this policy or how your data is handled, please contact:

The Padel Hub Membership Team

 membership@padelhub.uk

 The Padel Hub Group Ltd

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