



OLYMPIQ PRIVACY POLICY

Last Updated: **18th May 2026**

Company: Olympiq LTD

Contact: mark@olympiq.co.uk

1 INTRODUCTION

Olympiq LTD (“we”, “our”, “us”) provides a membership management and session booking platform for sports clubs (“the Service”), comprising the Olympiq mobile application (“the App”), an administrative platform for clubs, and white-label club websites that we host and operate on behalf of clubs.

This Privacy Policy explains what data we collect, the role we play in handling that data, how it is stored, and your rights under UK and EU data protection laws. It also sets out the terms on which Olympiq LTD processes member data on behalf of clubs.

Important: Please read Section 2 to find the part of this policy that applies to you. Different sections apply to different types of user.

2 WHO THIS POLICY APPLIES TO

This policy applies to three distinct categories of user. Some sections apply only to certain categories.

User type	Who this means
Club Members	Individuals who join a sports club and use the Olympiq App to manage membership, book sessions, and pay fees. See Section 4.
Clubs	Sports clubs that use Olympiq as their membership and website platform. The relevant data subjects here are the club’s authorised administrators (e.g. membership secretary). See Section 5.
Visitors to Club Websites	Members of the public who browse a white-label club website that Olympiq hosts on the club’s behalf. See Section 6.

3 DATA CONTROLLER AND PROCESSOR RELATIONSHIPS

Our role under UK and EU GDPR depends on the type of data and user concerned.

Data	Controller	Processor
Club member data (names, contact details, bookings, payments, etc.)	The club	Olympiq LTD
Club account and administrative data	Olympiq LTD	—
Instagram Platform Data accessed when a club connects its Instagram account	Olympiq LTD	—
Visitor analytics on white-label club websites	Olympiq LTD	—
App product analytics and session replay (Olympiq mobile app)	Olympiq LTD	PostHog, Inc.

Olympiq LTD's contact details for all data protection enquiries:

Olympiq LTD, registered in the United Kingdom

Email: mark@olympiq.co.uk

4 IF YOU ARE A CLUB MEMBER

This section applies to individuals who are members of a sports club and use Olympiq to interact with that club. Your club is the data controller for the personal data described below; Olympiq LTD acts as the data processor on the club's behalf.

Data we collect about you

Data	Reason
Membership Number & Password	To enable secure login to the Olympiq platform.
Name	To identify you within your sports club and membership system.
Date of Birth	To determine whether you are an adult or child for safeguarding and access rules.
Email Address	Used for account verification and general communication.
Mobile Number	Used to contact you in urgent or emergency situations.
Gender	Used by clubs to track inclusivity and participation statistics.
Postcode	Helps clubs understand where members are based and plan session locations.
Emergency Contact Details	Used only if there is an emergency affecting you during club activities.
Payment Intent IDs / Transaction IDs	Required to process refunds and confirm payment records (card details are not stored).
Push Notification Token (Firebase)	Used to send optional push notifications such as session reminders or club updates.
Email Address shared with Mailchimp (optional)	Used for optional club newsletters and announcements; you may unsubscribe at any time.

We **do not** collect or store payment card details. All payment processing is handled securely by **Stripe**.

How we use your data

We use your data only to:

- Manage your club membership and account
- Allow booking of club sessions and events
- Communicate updates, reminders and changes from your club
- Provide emergency contact where necessary
- Process payments and refunds via Stripe
- Send optional push notifications
- Send optional newsletters via Mailchimp
- Improve platform reliability, performance and security

We **do not** sell your data, share your data with advertisers, or use your data for targeted advertising.

Legal basis for processing (UK/EU GDPR)

- Contractual necessity (managing your membership)

- Legitimate interest / safeguarding
- Vital interests (emergency contact)
- Consent (optional communications and notifications)

Your rights

To request data access, correction, deletion, or withdrawal of consent, contact your club membership secretary in the first instance, as your club is the data controller. You may also contact Olympiq directly at mark@olympiq.co.uk and we will assist your club in handling your request.

5 IF YOU ARE A CLUB USING OLYMPIQ

This section applies to sports clubs that use Olympiq as their membership and website platform, and to the individual administrators who act on behalf of those clubs.

5.1 Account data we hold about your club

When a club signs up to Olympiq, we hold the following information for which Olympiq LTD is the data controller:

- Club name, address, and contact details
- Names, email addresses, and roles of authorised administrators
- Login credentials for those administrators
- Configuration of your white-label website (branding, content, embedded media)
- Billing details and Stripe customer identifiers

5.2 Instagram data (when you choose to connect)

If a club administrator connects the club's Instagram account to Olympiq, we use Meta's official Instagram API (*Instagram API with Instagram Login*) to fetch the following data on the club's behalf:

- Instagram account ID and username
- The club's own public media (photos, videos, captions, timestamps, permalinks, media URLs)
- An access token used to call the Instagram API

We request only the `instagram_business_basic` permission. We do **not** request, access, or store:

- Direct messages
- Comments or comment moderation
- Audience or post insights
- The ability to publish or delete content on Instagram

How we use Instagram data. Instagram media is fetched and cached so that it can be displayed on the club's white-label website (for example, an "Instagram feed" on the club's home page). It is used solely to provide that display feature and is never shared with advertisers or used for any other purpose.

Disconnection. A club administrator may disconnect Instagram from the Olympiq admin platform at any time. On disconnection, the access token and synced media metadata are deleted within 30 days. A user who removes Olympiq from their Instagram account settings triggers Meta's deauthorization webhook, which has the same effect.

Data deletion. Instructions for requesting deletion of Instagram-related data are available at olympiq.co.uk/data-deletion.

5.3 White-label website hosting

Olympiq operates each club's white-label website on the club's behalf. The website is hosted on Olympiq's own AWS infrastructure (static assets via Amazon S3 and Amazon CloudFront; dynamic content via Amazon DynamoDB and AWS Lambda). The club's content (text, branding, imagery, Instagram feed, etc.) is published through this infrastructure.

5.4 Our role as your data processor (member data)

For data relating to your club's members, the club is the data controller and Olympiq LTD acts as the data processor on the club's behalf. By accepting this Privacy Policy at signup, the club agrees to the following processing terms, which constitute a data processing agreement under Article 28(3) of UK and EU GDPR:

- **Subject matter and duration.** Olympiq processes member personal data for the duration of the club's use of the Service, and for any retention period specified in Section 8.
- **Nature and purpose.** Processing is limited to operating the Olympiq platform on the club's behalf, including membership management, session booking, payment processing, communications, and emergency contact.
- **Categories of data and data subjects.** Data subjects are the club's members and their nominated emergency contacts. Categories of data are those listed in Section 4.
- **Documented instructions.** Olympiq processes member data only on the club's documented instructions, including those embodied in this policy and the club's configuration of the platform, except where required to do so by law.
- **Confidentiality.** Olympiq ensures that personnel authorised to process member data are bound by appropriate obligations of confidentiality.

- **Security.** Olympiq implements the technical and organisational measures described in Section 8 (encryption in transit and at rest, role-based access control, AWS eu-west-2 hosting).
- **Sub-processors.** The club authorises Olympiq to use the sub-processors listed in Section 7. Olympiq will give the club reasonable advance notice of any new sub-processor.
- **Assistance with data subject requests.** Olympiq will, taking into account the nature of processing, assist the club by appropriate technical and organisational measures in responding to requests from data subjects exercising their rights under Articles 15 to 22 of UK and EU GDPR.
- **Assistance with security and breaches.** Olympiq will assist the club in ensuring compliance with the obligations under Articles 32 to 36 of UK and EU GDPR, including notifying the club without undue delay of any personal data breach affecting member data.
- **Return or deletion.** On termination of the club's use of the Service, Olympiq will delete all member personal data within the retention period specified in Section 8, unless retention is required by applicable law.
- **Audits and information.** Olympiq will make available to the club all information reasonably necessary to demonstrate compliance with the obligations in this section.

A club requiring a separately signed Data Processing Agreement on its own paper may request one by contacting mark@olympiq.co.uk.

6 IF YOU ARE A VISITOR TO A CLUB WEBSITE

This section applies to members of the public who browse a white-label club website hosted by Olympiq. Olympiq LTD is the data controller for any data collected directly from visitors.

What is collected

- **Public Instagram media** displayed on the site is supplied by the club via the Instagram connection described in Section 5.2. Visitors do not need to log in to view it. No visitor data is sent to Instagram by virtue of viewing the embedded feed images.
- **Standard web server logs** (IP address, user agent, request path, timestamp) are processed transiently for security and reliability purposes by AWS CloudFront and AWS Lambda. These logs are retained for a short operational period and are not used to build profiles of visitors.
- **Cookies**, where used, are described in our separate Cookie Policy.

What is not collected

We do not collect personal data from visitors for marketing or advertising purposes. We do not use behavioural advertising trackers, cross-site tracking pixels, or social media tracking cookies.

7 THIRD PARTIES AND SUB-PROCESSORS

We use the following third parties to operate the Service. All have been assessed for GDPR compliance and are bound by appropriate data protection terms.

Provider	Purpose	Region
Amazon Web Services (AWS)	Underlying infrastructure: AWS Lambda (compute), Amazon DynamoDB (database, including Instagram access tokens and synced media metadata, and dynamic content for white-label club websites), Amazon S3 (static asset and cached media storage), Amazon CloudFront (content delivery), Amazon API Gateway (API ingress), Amazon Bedrock (hosted LLM inference, kept entirely within AWS)	eu-west-2 (London)
Meta Platforms Ireland Ltd	Source of public Instagram media for clubs that have connected an Instagram account, via the Instagram API with Instagram Login.	EU/global
Stripe	Payment processing. Card details are entered directly into Stripe; Olympiq does not see or store them.	EU/global
Firebase (Google)	Push notifications to the Olympiq mobile app.	EU/global
Mailchimp (optional, club's choice)	Newsletter and announcement distribution.	EU/global
PostHog (PostHog, Inc.)	Product analytics and session replay for the Olympiq mobile app: understanding feature usage, diagnosing problems, and improving reliability and security. Configured with text-input, image and sandboxed-view masking.	EU (Frankfurt)

8 DATA STORAGE, SECURITY AND RETENTION

Storage and security

- All data is stored in AWS **eu-west-2 (London)**, other than product analytics and session-replay data, which is processed within the EU by PostHog's EU Cloud (see Section 9).
- Data is encrypted in transit (TLS) and at rest.
- Access to production systems is restricted by role-based access control to a small number of authorised Olympiq personnel.
- Instagram access tokens are stored encrypted at rest in DynamoDB and refreshed via the Instagram API on a scheduled basis.

Retention

Data	Retention
Club member data	Removed within 2 weeks after membership expiry, or earlier on request to the club's membership secretary.
Club account data	Retained for the duration of the club's use of the Service, then deleted within 30 days after termination.
Instagram access tokens and synced media metadata	Deleted within 30 days of disconnection or upon receipt of Meta's data deletion / deauthorization webhook.
Web server logs	Short operational retention only (typically days), in line with AWS service defaults.
Product analytics and session-replay data (PostHog)	Retained for up to 12 months, then deleted or aggregated into anonymous statistics.

9 ANALYTICS AND MONITORING

We use product analytics in the Olympiq mobile app to understand how the App is used, to diagnose problems, and to improve the reliability, performance and security of the Service. This data is used only for our own product and operational purposes. We do **not** use it to sell data, to serve advertising, or for cross-site or behavioural advertising tracking.

Analytics provider

We use **PostHog** (provided by PostHog, Inc.) as our analytics and session-replay processor, as listed in the table in Section 7. We use PostHog's **EU Cloud**, hosted within the European Union (eu.i.posthog.com). Analytics and session-replay data is processed and stored within the EEA and is not transferred outside the UK and EEA.

What we collect

Through PostHog we collect:

- **Product events** recording actions taken in the App – including signing in, selecting a club, booking and cancelling sessions, creating, liking and commenting on posts, voting in polls, sending payment requests, completing payments, submitting and attending championship races, and sending messages. For messaging we record only that a message was sent and related metadata; we do **not** capture message content through analytics.
- **Screen views** and in-app touch interactions, together with standard app lifecycle events.
- **Device and environment information**, such as device model, operating system, app version, and language or region settings.

- An identifier linking this activity to the member's account (the membership number), so that usage can be understood at the level of an individual member.

Session replay

We use PostHog's session replay feature, which records a visual reconstruction of how screens were navigated and used within the App in order to diagnose issues and improve usability. To limit the exposure of sensitive information, the recording is configured to mask **all text typed into input fields** (for example passwords, membership numbers, and payment details as they are entered), **all images**, and embedded sensitive (sandboxed) views. **Other content displayed on screen – including text shown in the interface, such as messages displayed within a conversation, names, and amounts – is not masked by these settings and may therefore appear in a recording.** Recordings are held under the access controls and retention period described in Section 8. Network performance telemetry and application logs are also captured to help us monitor and troubleshoot the Service.

Legal basis and retention

For analytics and session replay carried out to operate, secure, and improve the Service, **Olympiq LTD is the data controller** and PostHog, Inc. acts as its processor (as set out in the table in Section 3). The legal basis is our legitimate interests in understanding and improving how the App is used. This role is distinct from Olympiq's role as the club's processor for core membership data described in Section 5.4. Analytics and session-replay data is retained in line with the period stated in Section 8, and your rights over this data – including the right to object or request deletion – are as described in the following section and at olympiq.co.uk/data-deletion.

10 YOUR RIGHTS

Under UK and EU GDPR you have rights to access, correct, delete, restrict, port, or object to the processing of your personal data, and to withdraw consent where processing is based on consent.

- **Club members:** please contact your club membership secretary in the first instance. You may also contact Olympiq at mark@olympiq.co.uk.
- **Clubs and club administrators:** contact mark@olympiq.co.uk.
- **Instagram-related data:** see the deletion instructions at olympiq.co.uk/data-deletion, or remove Olympiq from your Instagram account settings to trigger automatic deletion.

You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO) at ico.org.uk or with your local data protection authority in the EU.

11 CHILDREN AND PARENTAL CONSENT

Children of any age may use Olympiq to join a club. If the user is under 18, a verified parent or guardian email must be provided for consent. Clubs are responsible for confirming parental consent where required.

12 PUSH NOTIFICATIONS

Push notifications are optional and can be disabled in device settings at any time.

13 COOKIES

The Olympiq website and white-label club websites use a limited number of cookies. Full details are in our separate Cookie Policy.

14 CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. The “Last Updated” date at the top of this document will reflect the latest version. Material changes affecting clubs will be communicated to club administrators in advance.

15 CONTACT US

For privacy-related questions:

Email: mark@olympiq.co.uk