

# PRIVACY POLICY

Last updated – February 2025



## INTRODUCTION

No Strings – Serving the Players Ltd ("we," "us," "our") is committed to protecting your privacy and ensuring the personal information you provide when using our vending machines or interacting with our website is handled responsibly. This policy outlines how we collect, use, and safeguard your data.

## INFORMATION WE COLLECT

- **Transaction Data:**

When you make a purchase from our vending machines, we may collect basic transaction details such as the date, time, product purchased, payment method used, and telephone number (where applicable). For racket rentals, we require your telephone number to send a security code via SMS, granting you access to the item you are renting.

- **Device Information:**

In some cases, your vending machine interaction may be associated with a unique device identifier for troubleshooting and usage analysis.

- **Website Usage Data:**

When you visit our website, we automatically collect certain data, such as your IP address, browser type, and the pages you visit. This helps us monitor site traffic and improve the user experience. We may also use cookies to personalize your browsing experience and to analyze website performance.

## HOW WE USE YOUR INFORMATION

- **Operational Management:**

We use transaction data to manage inventory levels, monitor sales trends, and optimize product placement within our vending machines.

- **Service Improvement:**

Aggregated and anonymized data may be used to improve our services, such as identifying popular products or adjusting pricing strategies.

- 

- **Website Improvement:**

We use the data collected from website visits to analyze how users interact with our site and to improve the overall experience.



## DATA SHARING

- **Third-Party Service Providers:**

We may share your transaction data with trusted third-party service providers who assist us with payment processing, data analysis, or maintenance, but only to the extent necessary to perform their functions.

- **Legal Compliance:**

We may disclose your information if required by law, court order, or to protect our rights or the safety of others.

## DATA SECURITY

- **Protection Measures:**

We implement industry-standard security measures to protect your information from unauthorised access, disclosure, alteration, or destruction, including encryption and access controls.

## YOUR PRIVACY RIGHTS

- **Access and Correction:**

- You have the right to request access to your personal data collected through our vending machines and to request corrections to any inaccuracies.

- **Data Retention:**

We retain the data we collect through our vending machines (including phone numbers) for as long as necessary to fulfill the purposes for which it was collected, such as processing transactions or improving our services. Once this data is no longer needed, we will securely delete or anonymise it.

## COOKIES AND TRACKING

Our website may use cookies to enhance your browsing experience, including tracking cookies used for analytics (e.g., Google Analytics) to help us understand how visitors use our website. You can choose to disable cookies through your browser settings, but please note that doing so may affect your ability to use some features of our website.

# PRIVACY POLICY

Last updated – February 2025



## MARKETING COMMUNICATIONS

We may, in the future, use your contact information to send you marketing materials, updates, or promotions related to our vending machines and services. You can opt-out of receiving such communications at any time by following the unsubscribe instructions in the emails or contacting us directly.

## CHILDRENS PRIVACY

We do not intentionally collect data from children and encourage parents to monitor their children's use of our vending machines and website.

## INTERNATIONAL DATA TRANSFERS

If your data is transferred to countries outside of your home jurisdiction, we take appropriate steps to ensure that your personal information is protected in accordance with this privacy policy.

## CHANGES TO THIS POLICY

We may update this privacy policy from time to time. If significant changes are made, we will notify users via our website or other appropriate means. We encourage you to review this policy periodically for any updates.

## CONTACT US

If you have any questions or concerns about our privacy practices, please contact us at [support@nostringsstp.com](mailto:support@nostringsstp.com)

By using our vending machines or visiting our website, you acknowledge and agree to the terms of this privacy policy.

