

Website Privacy Policy

Racquet Sports Institute

Pavia, Italy — www.racquetsports.institute

Last updated: April 2026

This Privacy Policy explains how Racquet Sports Institute (“RSI”, “we”, “us”, or “our”), operated by Markus Gaebel and based in Pavia, Italy, collects and uses any personal data we collect or receive about you through our website and related activities, why we collect and use your personal data, with whom we may share it, and your rights in relation to your personal data.

Racquet Sports Institute is the successor entity to the former Squash Facilities Network (SFN). Following our rebranding, the scope of our activities has been expanded to cover all five major racquet sports — Badminton, Padel, Pickleball, Squash, and Tennis — as well as multi-sport facility concepts. Any references to “SFN” in earlier communications should be read as referring to Racquet Sports Institute.

We are committed to protecting and respecting your privacy and to complying with our obligations under the EU General Data Protection Regulation (Regulation (EU) 2016/679, “GDPR”) and all other laws relevant to the handling of your personal data. We are the data controller for the purposes of GDPR.

When we refer to “personal data”, we are referring to any information which can directly or indirectly identify you, as explained more fully below.

Note: This Privacy Policy applies to our corporate website and related activities (membership, newsletter, consulting enquiries, events). A separate Privacy Policy governs our SaaS product *Racql* (*Racquet Sports Intelligence*) and is available within that service and on our website.

1. Data Controller

The data controller responsible for processing your personal data is:

Markus Gaebel, Racquet Sports Institute

Registered office: Via Montebello della Battaglia 4, 27100 Pavia (PV), Italy

Tax/registration number: 02784600187

Email: support@racquetsports.institute

Website: www.racquetsports.institute

2. What Personal Data We Collect About You (or Receive From Third Parties)

2.1 Information that you provide to us

This may include any of the following types of personal data which you provide when you sign up as a Racquet Sports Institute member, subscribe to our newsletter, enquire about consulting services, register for events, provide bank details for expense reimbursement, or otherwise communicate or interact with us directly:

- **Identity Data** — first name, last name, gender (optional), username or other user identifier, date of birth (where relevant), nationality.
- **Contact Data** — phone numbers, email address, and postal address.

- **Financial Data** — bank details (only where you have asked us to reimburse expenses or where required for a specific service) and details of any transactions made with RSI.
- **Profile Data** — information you provide through surveys or feedback forms, your sport(s) of interest (Badminton, Padel, Pickleball, Squash, Tennis), your role in the racquet sports ecosystem (e.g. facility operator, investor, architect, federation, coach), and your preferences regarding marketing communications.

2.2 Information that we collect about you

When you visit the Racquet Sports Institute website, we automatically collect the following types of personal data using cookies and similar technologies:

- **Technical Data** — IP address, account log-in information, browser type and version, approximate location (derived from IP address), operating system and system configuration, and device information.
- **Usage Data** — information about how you use the Racquet Sports Institute website, such as pages visited, click-throughs, time spent on page, and download errors.

We use only cookies that are strictly necessary for the operation of the website, together with cookies for which you have given consent (e.g. analytics). You can review and change your cookie preferences at any time via the cookie settings on our website.

2.3 Aggregated data

We may also use and share aggregated data (such as demographic or statistical information). Although such data may originally have been derived from your personal data, it is not treated as personal data under GDPR because it does not identify you individually. We may use aggregated data for any lawful purpose. If aggregated data is ever combined with other data in a way that allows you to be personally identified, we will treat the combined data as personal data and handle it in accordance with this Privacy Policy.

3. Why We Use Your Data

The table below sets out the purposes for which we use your personal data and the legal basis for doing so under GDPR:

Purpose	Types of Data	Lawful Basis (GDPR)
To register you as a Racquet Sports Institute member	Identity, Contact, Financial	Performance of a contract with you (Art. 6(1)(b))
Internal administration and record-keeping	All	Performance of a contract (Art. 6(1)(b)); legal obligation (Art. 6(1)(c)); legitimate interests in effective business administration (Art. 6(1)(f))
To provide services you have requested (e.g. member benefits, consulting enquiries, requested information)	Identity, Contact, Financial	Performance of a contract (Art. 6(1)(b))
To notify you of changes to this Privacy Policy, our Terms and	Identity, Contact	Performance of a contract (Art. 6(1)(b)); legal obligation (Art. 6(1)(c))

Purpose	Types of Data	Lawful Basis (GDPR)
Conditions, or other changes to our services		
To answer your enquiries (by post, email, or phone)	Identity, Contact	Performance of a contract (Art. 6(1)(b)); legitimate interests in ensuring users are informed and satisfied (Art. 6(1)(f))
To promote racquet sports events, education, and industry initiatives	Identity, Contact, Profile	Legitimate interests in growing participation in racquet sports and developing our business (Art. 6(1)(f)); consent where required for marketing emails (Art. 6(1)(a))
To contact you about events, offers, and opportunities available from RSI	Identity, Contact, Profile	Consent (Art. 6(1)(a)) for electronic marketing; legitimate interests for non-electronic communications (Art. 6(1)(f))
To ensure the website is delivered effectively, to analyse site usage, and to inform our communications	Technical, Usage	Legitimate interests in improving user experience and communications (Art. 6(1)(f)); consent where required for analytics cookies (Art. 6(1)(a))
To verify your identity and detect fraud and security issues	All	Legitimate interests in preventing fraud, security incidents, and criminal activity (Art. 6(1)(f)); legal obligation where applicable (Art. 6(1)(c))
To enable you to participate in prize competitions, prize draws, or surveys	Identity, Contact, Profile, Technical, Usage	Consent (Art. 6(1)(a)); legitimate interests in developing our services and obtaining feedback (Art. 6(1)(f))

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal data for an unrelated purpose, we will notify you and explain the legal basis on which we are able to do so.

4. How Long Do We Keep Your Data For?

We will keep your data for as long as you are a Racquet Sports Institute member and/or as long as you wish to hear from us about our news, events, and services. Once you no longer wish to be engaged with RSI, we may still need to retain certain data where there is a legal reason for doing so — for example, for tax and accounting purposes, to resolve disputes, or to enforce our agreements. In such circumstances, we will only retain the minimum amount of data necessary for that purpose and for the legally required period.

Technical and usage logs are retained for up to 90 days for security and debugging purposes and are then automatically deleted or anonymised.

5. Third-Party Website Links

The Racquet Sports Institute website may include links to third-party websites (for example, partner federations, event organisers, or industry resources). If you click through to a third party's website, your use of that site will be subject to the third party's terms and conditions and privacy policy. RSI does not accept any responsibility or liability for the content or practices of such third-party websites. Please review the terms and privacy policy of any third-party website before using it.

6. Disclosure of Your Personal Information

We may disclose your personal information in the following circumstances:

- To clubs, federations, coaches, tournament organisers, agents, sub-contractors, consultants, and volunteers who process it strictly on our behalf and for the purposes set out in Section 3.
- To professional service providers supporting our operations (for example, hosting, email delivery, accounting, and payment processing) who act as processors under a Data Processing Agreement with us.
- To third parties for marketing purposes, but only where you have explicitly consented to such disclosure. You can withdraw your consent at any time (see Section 10).
- Where required by law, regulation, or a binding order from a competent authority. In such cases, disclosure will be limited to what is strictly required.

Where we share personal data with third parties, we ensure that access is limited on a strict need-to-know basis and is subject to appropriate contractual obligations relating to confidentiality and security, including Standard Contractual Clauses (SCCs) where personal data is transferred outside the European Economic Area.

7. Where We Store Your Data

We primarily store personal data within the European Union, in data centres located in Germany and other EU member states, in accordance with good industry standards.

Where certain service providers process data outside the European Economic Area (for example, email delivery or analytics providers based in the United States), we ensure that appropriate safeguards are in place — typically through the EU Standard Contractual Clauses (SCCs) incorporated into Data Processing Agreements, supplementary measures where required, and ongoing review of the legal frameworks governing such transfers.

Where we have provided you with a password to access part of the Racquet Sports Institute website or a related service, you are responsible for keeping that password secure and confidential and for not sharing it with anyone else.

Please be aware that the transmission of data over the internet is not completely secure. While we use reasonable technical and organisational measures to protect your data, we cannot guarantee that information transmitted to us via the internet will be completely secure, and any transmission is at your own risk.

8. Changes to Our Privacy Policy

If we amend this Privacy Policy, the updated version will be published on the Racquet Sports Institute website, so please check the website periodically for any changes. Where changes are material, we will also notify you by email or within the website where appropriate. The “Last updated” date at the top of this document indicates when this Privacy Policy was last revised.

9. Your Rights

Under the GDPR, in certain circumstances you have the right to:

- Access a copy of your personal data (Art. 15 GDPR).
- Request correction of inaccurate or incomplete personal data (Art. 16 GDPR).
- Request erasure of your personal data (Art. 17 GDPR).
- Object to processing based on our legitimate interests (Art. 21 GDPR).
- Request restriction of processing in certain circumstances (Art. 18 GDPR).
- Request the transfer of your personal data to another controller in a structured, commonly used, machine-readable format (Art. 20 GDPR).
- Withdraw your consent, where processing is based on consent — at any time and without affecting the lawfulness of processing carried out before withdrawal (Art. 7(3) GDPR). We may continue to process such data if we have other legitimate legal grounds to do so.

To exercise any of these rights, please contact us using the details set out in Section 11 (Contact Us). You will not have to pay a fee to exercise your rights, unless your request is clearly unfounded, repetitive, or excessive — in which case we may charge a reasonable fee or refuse to comply with the request.

You also have the right to lodge a complaint with a supervisory authority at any time if you are concerned about the way in which we handle your personal data. The lead supervisory authority for Racquet Sports Institute is:

Garante per la protezione dei dati personali

Piazza Venezia 11, 00187 Roma, Italy

Website: www.garanteprivacy.it

You may also contact the supervisory authority in your own EU/EEA member state.

10. How to Opt Out

You can unsubscribe from any RSI marketing communications, or any third-party marketing you have previously opted into, at any time. You can do so by:

- Clicking the “unsubscribe” link included in every marketing email we send; or
- Contacting us using the details set out in Section 11 (Contact Us).

Please note that even if you opt out of marketing communications, we may still send you service-related messages (for example, about your membership, transactions you have made, or changes to our terms or this Privacy Policy) where we are legally entitled or required to do so.

11. Contact Us

If at any time you wish to contact us — whether to exercise your rights, ask questions about this Privacy Policy, or for any other reason — please contact:

Racquet Sports Institute, Via Montebello della Battaglia 4, 27100 Pavia (PV), Italy

Email: support@racquetsports.institute

Website: www.racquetsports.institute

— End of Privacy Policy —