PRIVACY POLICY — SPLIT TIME

Effective date: 2 October 2026

Last updated: 2 October 2026

1. About this Privacy Policy

Split Time is a race timing, event-management and endurance-sport platform that allows athletes, event organisers, timekeepers, suppliers, vendors, club/community managers and authorised administrators to access and manage race-related services.

Split Time is operated by **TRISTON VAN RENSBURG,** trading as **Split Time** ("Split Time", "we", "us" or "our").

For the purposes of applicable data-protection law, including the South African Protection of Personal Information Act, 4 of 2013 ("POPIA"), **SPLIT TIME** is the responsible party for personal information processed through Split Time, except where another organisation independently determines how and why information is processed.

This Privacy Policy explains:

- what personal information Split Time collects and processes;
- where that information comes from;
- why we use it;
- when information may be disclosed to other parties;
- how long information is retained;
- how account and data deletion works;
- how we protect personal information; and
- the rights and choices available to users.

This Privacy Policy applies to the Split Time mobile applications, web application and related Split Time services.

2. Contact details

Responsible party: SPLIT TIME

Trading name: Split Time

Business address: 16 Champion Place, Durban North, KawZulu-Natal, 4051

Privacy / Information Officer: Triston van Rensburg

Privacy email: admin@splittime.co.za

Telephone: 0834867137

Website: splittime.co.za

Privacy and personal-information enquiries should be sent to the privacy contact above.

3. Personal information we process

The information Split Time processes depends on your role and the features you use.

3.1 Account and identity information

When you create or use a Split Time account, we may process information including:

- your name;
- email address;
- account identifier;
- account role or roles;
- account status;
- authentication and session information;
- profile preferences;
- navigation and page-layout preferences; and
- privacy and notification preferences.

Authentication is provided through our application infrastructure. Split Time does not need to store your plaintext password in its application database.

3.2 Athlete profile information

If you are an athlete, or an authorised guardian creates or manages an athlete profile, we may process:

- first name and surname;
- email address;
- telephone or mobile number;
- date of birth;
- gender;
- South African identity number where supplied;
- home address, city, province, postal code and country;
- ASA, CSA or similar membership/licence numbers;
- running or cycling club;
- school;
- team information;
- profile and banner photographs;
- profile description or biography;
- Race Passport identifier;
- account/guardian status;
- visibility and privacy settings; and
- consent records.

Not every athlete profile contains every category of information listed above.

3.3 Race entry, timing and results information

Split Time is a race timing and results platform. We may therefore process race-related information received directly from you, from event organisers and timekeepers, or from authorised timing and entry systems.

This may include:

- athlete name;
- race or event entered;
- race number;
- date of birth or age;
- gender;
- email address and telephone number;
- identity or membership number where included in an authorised source;
- club, school or team;
- overall, gender and category positions;
- race registration details;

Split Time uses matching safeguards intended to avoid assigning results to the wrong athlete. Matching may use combinations of information and source-system identifiers.

3.4 Published race results

Once authorised race results are published, some sporting information may be made visible to other Split Time users or publicly as part of the historical race record.

Published information may include:

- athlete name;
- event;
- event date;
- race number;
- discipline;
- distance;
- category;
- club or school where relevant;
- finish time;
- gun or net/chip time;
- split times;
- overall position;
- gender position; and

- category position.

Contact details, identity numbers, private profile information and similar identity-verification information are not intended to form part of the public race-result display.

3.5 Race Passport information

If you use the Race Passport feature, additional information may be processed, including:

- name;
- date of birth;
- gender;
- nationality;
- mobile number;
- email address;
- city, province and country;
- identity or membership number;
- club or team;
- emergency contact name;
- emergency contact telephone number;
- selected event and distance; and
- Race Passport share codes and consent information.

Where you provide another person's emergency-contact information, you should ensure that you are authorised to provide that information for the relevant purpose.

3.6 Guardian and dependent information

Split Time supports guardian-managed athlete profiles.

Where a parent, guardian or other authorised adult manages a dependent athlete, we may process:

- guardian identity and account details;
- the relationship between the guardian and athlete;
- dependent athlete information;
- account-linking or transfer information;
- guardian consent and audit records; and
- information required to verify that the guardian is authorised to manage the athlete profile.

3.7 Social and community information

If you use social, club or community features, we may process:

- athlete search visibility;
- friendship connections;

- friend requests;
- club memberships;
- community memberships;
- social privacy settings;
- profile information you make visible to others; and
- related notification information.

Your privacy settings determine which profile information is intended to be visible through relevant social functionality.

3.8 Organiser, timekeeper and business profile information

Users acting in business or operational roles may provide information including:

- name;
- business or organisation name;
- email address;
- telephone number;
- business registration information;
- representative/contact details;
- address;
- photographs, logos or banners;
- organisation affiliations;
- event or series access permissions; and
- other information required to operate the relevant Split Time role.

3.9 Supplier, vendor, order and enquiry information

If you interact with supplier, vendor, shop or quotation features, we may process:

- name and contact information;
- supplier/vendor profile information;
- items selected;
- quantities, sizes or other options;
- delivery preference and delivery address;
- enquiry notes;
- order-enquiry history;
- event quotation details; and
- related correspondence.

Split Time does not currently store payment-card details as part of these functions. Where payment or race-entry services are provided through an external service, that provider's privacy practices apply to the information supplied directly to it.

3.10 Communications and correspondence

Split Time may process communications relating to:

- support requests;
- organiser or supplier enquiries;
- event administration;
- role applications;
- notifications;
- feedback; and
- other communications sent through or connected with Split Time.

3.11 Uploaded files and media

Depending on the feature used, users may upload:

- profile photographs;
- event photographs or logos;
- event documents;
- race-data files;
- timing files;
- school or club data;
- correspondence files;
- quotation documents; and
- other information required to provide a requested Split Time service.

3.12 AI Coach and AI-generated features

Split Time includes AI-assisted coaching functionality.

When an athlete uses, accesses or generates AI coaching features, selected information may be sent to an AI service provided through our application infrastructure in order to generate the requested response.

Depending on the feature, this information may include:

- athlete name;
- gender;
- province;
- club;
- race history;

- event names and dates;
- disciplines and distances;
- times, positions and pace information;
- personal-best information; and
- messages entered into the AI Coach.

AI-generated coaching content is intended for general sporting and performance information and is **not medical advice**.

Users should not provide medical records, diagnoses or other sensitive health information to the AI Coach.

AI responses may be inaccurate and should not be treated as professional medical, legal or other regulated advice.

3.13 Push-notification information

Where push notifications are enabled and supported, Split Time may process:

- a device push-notification token;
- the account associated with that device;
- notification preferences; and
- notification delivery information.

A push token identifies an application installation for notification delivery and is deleted as part of account deletion.

3.14 Technical and security information

Our application infrastructure and service providers may process technical information required to operate, secure, troubleshoot and protect Split Time.

This may include information such as:

- IP address;
- device or browser type;
- operating-system information;
- authentication/session information;
- timestamps;
- request and server logs;
- error and diagnostic information; and
- general usage information generated when the service is accessed.

Split Time does not currently use its own third-party advertising SDKs for behavioural advertising.

4. Where we obtain information

Personal information may be collected:

4.1 Directly from you

For example, when you:

- register;
- create or edit a profile;
- enter Race Passport information;
- change privacy settings;
- send a message;
- submit a request;
- upload a file;
- place an order enquiry;
- request a quotation; or
- use AI Coach.

4.2 From an authorised guardian

A parent or guardian may provide information about a dependent athlete that they are authorised to manage.

4.3 From event organisers, timekeepers and race systems

Event entry and timing information may be supplied to Split Time by an event organiser, timekeeper or authorised race-data system.

4.4 Automatically through the technology used to provide the service

Our hosting, authentication and security infrastructure may generate technical logs and related information when Split Time is accessed.

5. Why we process personal information

We use personal information to:

- create and manage Split Time accounts;
- authenticate users and control access;
- maintain athlete and other user profiles;
- process race entries and registrations;
- import and manage official race data;
- match race data to the correct athlete;
- publish authorised results;
- calculate rankings, statistics, personal bests and series standings;
- generate Race Passports;
- provide guardian-managed athlete functionality;

- provide social, club and community features;
- send account, event and result notifications;
- allow organisers and timekeepers to manage events and series;
- provide supplier, vendor and quotation functions;
- respond to enquiries and support requests;
- provide AI Coach and coaching insights;
- prevent duplicate or incorrect records;
- identify and investigate security incidents, misuse or fraud;
- maintain audit and accountability records;
- comply with legal and regulatory obligations;
- improve the reliability, security and functionality of Split Time; and
- protect the rights and safety of Split Time, its users and event participants.

We process personal information only where there is a lawful and reasonable basis for doing so. Depending on the circumstances, this may include consent, providing a service requested by you, performing obligations connected with an event or account, complying with law, or pursuing legitimate operational interests that do not unjustifiably interfere with your privacy rights.

6. AI processing

AI Coach and other expressly identified AI-assisted functionality may use third-party AI infrastructure supplied through our application platform provider.

Information submitted to AI functions is used to generate the requested output and to operate and secure the underlying service.

Split Time does not intend AI Coach to make decisions that determine a user's legal rights, eligibility for services or access to their account.

AI outputs are advisory and may be incorrect.

Where required by law, additional consent or notice will be provided before personal information is processed for a materially different AI purpose.

7. When personal information is shared

We do not sell or rent personal information.

We may disclose information in the circumstances described below.

7.1 Application infrastructure providers

Split Time processes application data and provides infrastructure that may include:

- hosting;
- databases and data storage;
- authentication;
- backend/server functionality;

- file handling;
- communications;
- logging and diagnostics;
- security services; and
- AI-service integrations.

Split Time may use subprocessors to provide these services.

7.2 Event organisers and timekeepers

Race, registration and result information may be accessible to an event's authorised organiser or timekeeper where required for event administration, timing, corrections, result publication and related operations.

7.3 Microsoft OneDrive

Microsoft OneDrive may be used to store and retrieve authorised race-data files.

7.4 AI service providers

Selected athlete and race information, and information entered into AI Coach, may be processed by AI service providers engaged through our application infrastructure provider to generate AI responses.

7.5 Location-search provider

Authorised organisers and timekeepers may use an OpenStreetMap/Nomination-based service to search for or reverse-geocode event venues.

This relates to event-location information entered by event managers. Split Time's current web application does not use this function to obtain an athlete's live device location.

7.6 Suppliers and vendors

Where you submit a supplier/vendor enquiry, relevant contact, order and delivery information may be made available to the relevant supplier or authorised Split Time personnel so the enquiry can be fulfilled.

7.7 Other users and the public

Information that is intentionally made public or shared through Split Time may include:

- authorised published race results;
- race rankings;
- event information;
- social profile information permitted by your visibility settings;
- club/community information; and
- other information that you choose or are authorised to make visible.

7.8 Legal and safety requirements

We may disclose information where reasonably necessary to:

- comply with law, legal process or regulatory requirements;
- respond to a lawful request by a regulator, court or law-enforcement authority;

- investigate fraud, abuse or security incidents;
- protect Split Time, its users or third parties; or
- establish, exercise or defend legal rights.

8. International processing and cross-border transfers

Some Split Time service providers and their subprocessors operate outside South Africa.

This means personal information may be stored or processed in other countries.

Where required by POPIA or other applicable data-protection law, we take reasonable steps to ensure that cross-border processing takes place subject to appropriate contractual, organisational or legal safeguards intended to provide an appropriate level of protection.

9. Children's and dependent athletes' information

Split Time supports profiles for athletes under the age of 18.

Where appropriate, a minor or dependent athlete profile may be managed by an authorised parent or guardian.

Split Time uses guardian relationships and privacy controls to distinguish guardian-managed profiles from independent athlete accounts.

We expect a parent, guardian, organiser or other person supplying children's information to have the legal authority required to provide that information.

Children's information is processed only for purposes connected with the Split Time service, including event participation, results, guardian account management and related sporting functions.

Where a dependent athlete later receives an independent Split Time account, the platform can transfer management away from the guardian while retaining the athlete's sporting record.

If you believe a child's information has been provided or managed without appropriate authority, contact us immediately at **083 486 7137.**

10. Security

We use reasonable technical and organisational safeguards designed to protect personal information against:

- unauthorised access;
- loss;
- misuse;
- unauthorised alteration;
- unauthorised disclosure; and
- destruction.

Measures used within Split Time include role-based access controls, backend authorisation checks, restricted operational access, protected matching values for certain identifiers, authentication controls, encrypted network communications and security controls provided by our infrastructure providers.

No internet-connected service can guarantee absolute security.

Users are responsible for protecting their own account credentials and should notify us if they suspect unauthorised access to their account.

11. Data retention

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, unless a longer period is permitted or required by law.

Different categories have different retention requirements.

11.1 Account information

Account-specific records are ordinarily retained while the account remains active and are deleted or anonymised when an account-deletion request is completed, subject to the exceptions below.

11.2 Temporary Race Passport information

Temporary Race Passport records and access/share information are retained only for the period required for the applicable Passport function and are deleted when no longer required or as part of account deletion, subject to applicable system retention rules.

11.3 Published race and sporting records

Published race results and certain historical sporting records may be retained on a long-term basis as part of the historical record of a completed sporting event.

This can include:

- athlete name;
- event;
- distance;
- discipline;
- race number;
- timing information;
- positions;
- splits; and
- ranking or seeding history.

The purpose of retaining this information is to preserve an accurate historical record of completed races, official timing and sporting rankings.

11.4 Audit and accountability information

Certain audit records may be retained where necessary for:

- data integrity;
- investigation of corrections or disputes;
- fraud and security prevention;
- legal compliance;
- accountability; or

- establishing or defending legal rights.

11.5 Organisation and commercial records

Information forming part of an organisation's operational or commercial history may be retained where it belongs to the organisation rather than solely to the deleted user.

Examples include event master records, quotations, commercial records and organisational audit history.

Where these records contain personal information, we will retain only information we are lawfully entitled or required to retain.

12. Account deletion

Every Split Time account holder can request permanent account deletion.

In the app, go to:

Settings → Account & Privacy → Delete my account

A public account-deletion resource is also available at:

https://app.splittime.co.za/account-deletion

Split Time's account-deletion function is intended to permanently remove the account rather than simply deactivate or freeze it.

When a deletion request is submitted, the app displays the applicable processing period. The current default processing period is up to **30 days**, unless a different period is displayed to you when the request is made.

Because removal of the underlying authentication account requires an administrative action through our application platform provider, account access may continue until processing has been completed.

Information deleted when an account is deleted

Subject to successful completion of the deletion process, account-specific information is removed, including, where applicable:

- role memberships;
- account profile records;
- user preferences;
- navigation and layout preferences;
- notifications;
- push-device records;
- friendships and friend requests;
- club/community memberships linked only to the account;
- Race Passport records and share codes;
- account-linking and profile-transfer records;
- external athlete identity links;

- role requests;
- organiser/event/series/school access grants;
- role-specific user profiles; and
- AI Coach conversations and messages associated with the account.

Athlete profile anonymisation

Where an athlete profile must remain linked to retained historical race information, the account profile is anonymised.

Account-specific identifiers and contact information are removed and the profile is converted to a non-identifying retained profile so historical sporting records do not lose their underlying database relationship.

Historical race records

Deleting an account does not automatically erase the historical fact that a person participated in a completed race.

Published race results and ranking history may therefore continue to display the athlete's name and sporting performance information, including race, distance, time, position and splits.

Private identifiers and contact information associated with the deleted account are removed from retained account-linked race records unless Split Time is legally entitled or required to retain particular information.

If you believe particular retained information should be corrected or deleted under applicable law, you may submit a privacy request using the contact details in this Policy.

Guardian-managed dependents

If a guardian deletes their account:

- a dependent profile that is still solely guardian-managed may be removed together with the guardian's account; but
- a dependent who has their own independent login, or whose profile has already been transferred to another account, is not deleted merely because the guardian deletes their account.

In the second case, the deleting guardian's access to that dependent is removed.

13. Correcting or updating information

Where functionality is available, you can update your personal information directly through your Split Time profile or account settings.

You may also contact **admin@splittime.co.za** to request correction of personal information that is inaccurate, incomplete, misleading, out of date or otherwise requires correction under applicable law.

Race-result corrections may be subject to verification against the relevant official timing or event records.

14. Your privacy rights

Subject to applicable law, you may have the right to:

- be informed about how your personal information is processed;
- request access to personal information held about you;
- request correction of inaccurate information;
- request deletion or destruction where Split Time is no longer authorised to retain information;
- object to certain processing;
- withdraw consent where processing depends on consent;
- request restrictions or other privacy choices available under applicable law; and
- lodge a complaint with the relevant data-protection regulator.

Withdrawal of consent does not necessarily require deletion of historical information that Split Time remains legally entitled to retain for another lawful purpose.

To exercise your rights, contact **admin@splittime.co.za**.

We may need to verify your identity before acting on a privacy request in order to avoid disclosing or deleting another person's information.

15. South African privacy rights and POPIA

Split Time is intended primarily for the South African endurance-sport market and processes personal information in accordance with applicable requirements of POPIA.

Under POPIA, data subjects may, among other rights, request access to personal information and request correction or deletion of information in circumstances permitted by the Act.

You may also object to certain processing or submit a complaint to the South African Information Regulator.

Details and official POPIA request and complaint forms are available from the Information Regulator of South Africa.

16. Notifications and communications

Split Time may send communications relating to:

- account activity;
- race registration;
- race results;
- result matching;
- friend or social activity;
- event information;
- role administration;
- security;
- support; and
- other requested services.

Where notification preferences are available, you can manage non-essential notification categories through the app.

Certain important service, security or account communications may still be sent where necessary to operate your account or protect the service.

17. Cookies and similar technologies

When Split Time is accessed through a web browser, authentication/session cookies, local storage or similar technologies may be used to:

- keep you signed in;
- maintain application state;
- remember preferences;
- provide security; and
- operate the service.

Our infrastructure provider may also generate technical and usage logs for service operation, security and diagnostics.

Split Time does not currently use third-party behavioural advertising within the app.

18. External websites and services

Split Time may contain links to external services such as:

- race-entry portals;
- maps;
- event websites;
- suppliers;
- timing providers; and
- other third-party services.

When you leave Split Time and provide information directly to another service, that service's privacy policy governs its processing of the information you provide to it.

19. Changes to this Privacy Policy

We may update this Privacy Policy where:

- Split Time's functionality changes;
- our information-processing practices change;
- new service providers or integrations are introduced;
- legal or regulatory requirements change; or
- additional clarification is required.

The latest version will be made available through Split Time and the effective or last-updated date will be displayed at the top of the Policy.

Where a change materially affects how personal information is processed, we will provide additional notice or obtain consent where required by law.

20. Contact us

For questions, requests or complaints relating to privacy or personal information, contact:

SPLIT TIME

Information Officer / Privacy Contact: Triston van Rensburg

Email: admin@splittime.co.za

Address: 16 Champion Place, Durban North, KwaZulu-Natal, 4051

Telephone: 083 486 7137

You may also exercise the account-deletion function through **Settings → Account & Privacy → Delete my account** or through the public Split Time account-deletion page.

If you are not satisfied with our handling of a privacy matter, you may also have the right to lodge a complaint with the **Information Regulator of South Africa** or another competent data-protection authority applicable to you.