

Refund policy

All sales are final, and there are no refunds.

The purchased training card becomes active either on the same day it's purchased or on the selected start date.

The training card remains valid for 30 days from the purchase date (please be mindful of the expiration date when making your purchase).

Cancellation of a reservation is possible up to 6 hours before the scheduled training session. Late cancellations will not result in a refund or credit to the training card.

If a student arrives more than 5 minutes late to a training session, the coach can refuse entry.

Failure to attend a booked training session or arriving more than 5 minutes late will be considered as used training session.

Training sessions will only take place when at least 2 students are registered.

Extending the training card is a paid service (a 7-day extension costs €10) and cannot be done after the card has expired.

HIGHTRIBE OÜ reserves the right to make changes to the class schedule.

Privacy policy

OÜ "HIGHTRIBE" (hereinafter "company" or "we") respects your privacy and is committed to protect it through compliance with this privacy policy (hereinafter "Privacy policy"). In this Privacy policy, we will inform you about how we process your personal data. We commit ourselves to be transparent with you by providing clear information about what personal data we process, about the purpose of the processing, the retention period of the personal data as well as the legal basis for the processing and other information that we are required to provide pursuant to applicable legislation.

1. What personal data do we process and why?

1.1. Public relations

Categories of personal data

- Name
- Surname
- E-mail

- Phone

We are processing personal data based on your consent or on our legitimate interest of maintaining public relations.

1.2. Agreements with natural persons, including received/issued invoices

- Name
- Surname
- Bank account
- Date of birth or personal ID number
- VAT registration number (if registered as VAT payer)
- Commercial register number
- Address
- Contacts – email address and/or phone number.

We process personal data in order to perform a contract with you or to enter into contract with you, as well as for the compliance with the legal obligations to which we are a subject.

However, if we retain your personal data in order to protect our legal rights, e.g. in legal dispute, such processing of personal data is based on legitimate interest to protect our rights.

1.3. Cookies

When you visit our website www.hightribe.ee, we want to provide content and features which function properly and are tailored to your needs. This requires cookies. Cookies are small text documents that the website saves on your device when you visit the site. The purpose of cookies is to ensure that our site functions properly, to allow our website to remember your preferences (such as language, the goods that you viewed, etc.) for a certain period of time, and to collect data on the use of the site.

We use cookies to distinguish you from other users of our website and to provide you with a unique browsing experience. We also use cookies for our website to collect aggregate statistics about the use and performance of the website, to remember what you have done while browsing it, and to collect this information for the purpose of improving our performance and for personalized advertising.

Legal bases for the use of cookies:

- our legitimate interest in ensuring technical operation of the website and collecting general anonymised information about the functionality of the website;
- your consent when cookies are used to store your preferences, also for the purposes of providing

customized advertising, or for other purposes when your personal data are collected.

Cookies may be session or persistent. Session cookies are deleted from the PC after closing the browser. Persistent cookies are stored on the PC until they are deleted or expire. Some cookies are essential and strictly necessary for proper operation of the basic functions of the website and for determining whether you have agreed to the use of cookies on the website. Others help to improve the functioning of the website and your experience as a website user. Some cookies on our website are also used to improve our services and to run customized advertising.

Since we use different types of cookies on our website, below is the information on each cookie category, its purpose and the related information. A specific list of cookies is displayed when you open the website's homepage and indicate your choice on the use of cookies (in the cookie information bar).

Necessary cookies. These cookies are necessary to navigate the site and to use its features. For example, for the right screen view or website navigation. Using the site would be impossible without these cookies, thus they are essential for the functionality of the website.

Preferences cookies. Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.

Statistical cookies. These cookies provide us with general information on what visitors do on our website. We use them for internal analysis in order to evaluate how our website is used, what its load is, how the specific pages of the website and its content are used.

Marketing cookies. These cookies collect information about your browsing of the website, and allow us recording your visit on our website and your individual preferences. This way, we can show you attention, provide you with more useful information that you need, customize the site to your individual needs and thus make your visit of the website much more efficient. Also, advertising and targeted marketing cookies help us to show customized advertising. Marketing cookies are also used to see certain advertisements a certain number of times only and to measure the effectiveness of advertisements.

Session cookies are temporary and disappear when you end the session (i.e. when you close your browser). The rest of the cookies used are persistent, so they will be stored on your device (PC or phone) for a certain period of time.

Your data are transferred to:

- IT maintenance service providers;
- Providers of tools used on the website, e.g. Google LLC, that provide data analytics services (in cases where they receive personal data).

When you use a browser to access the content we provide, you can configure your browser to accept all

cookies, to reject all cookies, or to notify you when a cookie is downloaded. Each browser is different, so if you don't know how to change your cookie preferences, check out its Help menu. Your device's operating system may have additional cookie controls. If you do not want cookies to collect information, use a simple procedure in most browsers that allows you to opt out of cookies. To learn more about managing cookies, visit aboutcookies.org or allaboutcookies.org. Deleting cookies that already exist on your PC or setting your browser to prevent cookies from being saved to your device may require you to manually change certain options each time you visit our website, and some services and features may not work altogether.

2. To whom we disclose the personal data?

A third party is a company contract partner who processes personal data and whose product or service provides services to the company user.

Company uses third parties for its day-to-day operations to provide:

- e-mail transmission and management system,
- website hosting,
- analysis of website usage statistics;
- use of social media and analysis of social media statistics,
- use of accounting software.

In addition to the third parties mentioned in the previous paragraph, the company shall transfer the user's personal data to the cooperation partner. This is only to the extent necessary to provide the service to the user.

3. Protection of personal data

We use a variety of technical and organisational security measures to protect your personal data, e.g. your personal data are stored on systems behind secure networks and is only accessible to a limited number of persons with special access rights to such systems, etc.

4. Your rights

Your rights are:

a) the right to access – you have the right obtain a confirmation from us as to whether or not we process your personal data and, when we do, access the personal data. That's why we inform you in advance about our processing activities via this privacy policy. If you have any questions, or would you like to

learn more about what information we process from you, you are always welcome to contact us and we will provide you with further information;

b) the right to rectification – you have the right to request a correction of any inaccurate personal data;

c) the right to erase – under some circumstances you have the right to the erasure of your personal data, if you believe there's no longer any need for us to keep it. Or, if you previously have given your permission, you can just decide to withdraw it. This does not apply if the processing is necessary for exercising the right of freedom of expression and information, for compliance with a legal obligation or for the establishment, exercise or defence of legal claims;

d) the right to receive yourself or transfer your personal data to another company in certain circumstances (known as the right to data portability). This applies when data processing is based on your consent or on a contract and whenever processing is carried out by automated means;

e) the right to restrict - in some circumstances you have the right to restrict the processing of your personal data. This means we will continue to store your information, but we'll temporarily stop any other processing. Why would you want to do this? For example if you've asked us to fix incorrect information. In this situation you may want us to stop processing until the information is correct;

f) the right to object - you have the right to object to our processing. This applies when data processing is based on legitimate interests pursued by us or by a third party. You can do this when you believe that your personal interest outweighs ours;

g) the right to object - you have the right to object to our processing of your personal data for direct marketing purposes;

h) the right to withdraw your consent to the processing at any time.

In order to carry out the aforementioned rights please provide written request to us (contacts mentioned below).

You also have the right to complain to the Estonian data protection inspectorate (<https://www.aki.ee>), 39 Tatari st., 10134, Tallinn, Estonia, tel. +372 627 4135, e-mail: info@aki.ee, if you believe that the processing of personal data by us does not comply with the applicable legislation.

5. Changes in our privacy policy

We keep our Privacy policy under regular review. This privacy policy was created on 16th of November, 2022.

6. Contact information

If you have any questions about the processing of your personal data, any requests, or if you would like to give us feedback, please contact:

OÜ HIGHTRIBE, registration number 14927686, legal address: Tatari 64, Tallinn, 10134, Estonia, phone number: +372 56909933, email address: info@hightribe.