

# Dinka

## Support & Account Deletion Page

*Launch Support, Account Deletion, and User Assistance Page*

|                          |                                                                                                        |
|--------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Document Owner</b>    | Dinka Sports Technology LLC, operating as Dinka                                                        |
| <b>Effective Date</b>    | September 20, 2026                                                                                     |
| <b>Version</b>           | 1.1                                                                                                    |
| <b>Applies To</b>        | All Dinka users, including players, coaches, clubs, and other account holders                          |
| <b>Primary Purpose</b>   | Public support page and account deletion instructions                                                  |
| <b>Related Documents</b> | Privacy Policy; Terms of Service; Community Guidelines; Trust & Safety Policy; DMCA & Copyright Policy |
| <b>Contact</b>           | support@dinkapickleball.com                                                                            |

### Revision History

| Version | Date               | Description                                                                                             | Approved By                 |
|---------|--------------------|---------------------------------------------------------------------------------------------------------|-----------------------------|
| 1.0     | July 13, 2026      | Initial launch version for public support and account deletion disclosures.                             | Dinka Legal / Operations    |
| 1.1     | September 20, 2026 | Updated operator identity and contact information; clarified current web technologies where applicable. | Dinka Sports Technology LLC |

*This page is a public support resource. It does not replace Dinka's Privacy Policy or Terms of Service.*

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## 1. Purpose of This Page

This Support & Account Deletion Page explains how users can contact Dinka Sports Technology LLC, operating as Dinka ("Dinka," "we," "our," or "us") for support, manage account-related issues, and delete a Dinka account. This page applies to the Dinka mobile application and the Dinka website, Android application, or related service that links to this page (collectively, the "Services").

This page is intended to help users quickly understand support options. It should be read together with Dinka's Privacy Policy, Terms of Service, Community Guidelines, Trust & Safety Policy, and DMCA & Copyright Policy. If there is a conflict between this page and the Terms of Service or Privacy Policy, the Terms of Service or Privacy Policy controls, as applicable.

## 2. How to Contact Dinka Support

For general support, account questions, reporting issues, or help using the Services, contact Dinka at:

- General support: support@dinkapickleball.com
- Privacy and data requests: support@dinkapickleball.com
- Copyright matters: support@dinkapickleball.com

When contacting Dinka, please include enough information for us to understand the issue, such as your username, the email address associated with your account, the approximate date of the issue, screenshots where helpful, and a short description of what happened. Do not send passwords, payment card numbers, government identifiers, or other unnecessary sensitive information.

## 3. Review the deletion notice Access, Login, and Security Help

### 3.1 Login Methods

Dinka currently supports account access through email login, Google Sign-In, and Apple Sign-In. Dinka may support additional authentication providers in the future.

### 3.2 Password Reset

If you use email login and need to reset your password, use the password reset option in the Dinka application. Dinka may send password reset emails for account access and security purposes.

### 3.3 Suspected Unauthorized Access

If you believe your account has been accessed without permission, reset your password if available and contact Dinka support as soon as possible. Dinka may temporarily restrict account access or request additional verification if needed to protect the account or the community.

## 4. How to Delete Your Dinka Account

### 4.1 In-App Account Deletion

Dinka provides account deletion functionality directly inside the Dinka application. To delete your account, open the Dinka application and go to:

1. Profile
2. Tap Delete account
3. Review the deletion notice
4. Confirm deletion after any required recent sign-in

If you use Sign in with Apple, Dinka also requests revocation of the Apple authorization associated with the account.

## **4.2 If You Cannot Access Your Account**

If you cannot access your account but want to request deletion, contact [support@dinkapickleball.com](mailto:support@dinkapickleball.com). Dinka may need to verify that you control the email address or authentication method associated with the account before processing the request.

## **4.3 Immediate Access Effects**

When you complete in-app account deletion, your account may be disabled, removed, or placed into a deletion workflow. Certain content or logs may not disappear instantly from all systems, backups, cached views, or safety workflows, but Dinka will process deletion as described in the Privacy Policy and this page.

# **5. What Happens When You Delete Your Account**

## **5.1 Data Generally Deleted or Deidentified**

After account deletion, Dinka generally deletes or deidentifies personal information associated with the account, subject to limited retention described below and in the Privacy Policy. This may include profile information, login identifiers, profile photos, user settings, saved preferences, and other account-level information.

## **5.2 User Content and Community Context**

Posts, comments, photos, videos, messages, reviews, club activity, event activity, or tournament activity associated with your account may be deleted, deidentified, disconnected from your account, or retained only where necessary for safety, legal, fraud-prevention, dispute-resolution, technical, or community-context reasons. Dinka's Terms of Service and Privacy Policy provide additional detail about user content and platform records.

## **5.3 Messages**

Deleting your account may remove your access to direct messages. Copies of messages may remain visible to other conversation participants or retained for limited safety, security, legal, or abuse-prevention purposes where permitted by law.

## **5.4 Safety, Legal, and Fraud-Prevention Retention**

Dinka may retain limited information after account deletion when reasonably necessary to comply with law, enforce Dinka's policies, prevent fraud or abuse, investigate safety reports, respond to disputes, maintain security, or protect Dinka and its users. Examples may include enforcement history, abuse reports, transaction references, device/security logs, or records needed to prevent a banned user from immediately returning under a new account.

## **5.5 Backups and Technical Logs**

Deleted information may remain in encrypted backups, technical logs, or disaster recovery systems for a limited period before being overwritten or removed according to Dinka's ordinary backup and retention practices. Dinka does not use backup copies for ordinary product features after account deletion.

# **6. Subscriptions, Apple Purchases, and Refunds**

## **6.1 Account Deletion Does Not Automatically Cancel Apple Subscriptions**

Dinka currently processes paid memberships through Apple In-App Purchases only. Deleting your Dinka account does not necessarily cancel an active Apple subscription. To avoid future charges, you must manage or cancel subscriptions through your Apple ID subscription settings.

## **6.2 Refund Requests**

Dinka does not directly process Apple payment refunds. Refund requests for Apple In-App Purchases are handled through Apple, subject to Apple's policies and review. Dinka cannot guarantee that Apple will approve a refund request.

## **6.3 Paid Features After Deletion**

If you delete your Dinka account, you may lose access to paid Dinka features tied to that account. If you later create a new Dinka account, paid entitlements may not automatically transfer unless Apple, RevenueCat, or Dinka's then-current subscription infrastructure supports restoration for the applicable purchase.

## **7. Privacy, Data, and Account Requests**

For privacy-related requests, including questions about access, correction, deletion, or data practices, contact [support@dinkapickleball.com](mailto:support@dinkapickleball.com). Dinka will handle privacy requests as described in the Privacy Policy and applicable law.

Depending on the request, Dinka may ask for information reasonably necessary to verify your identity or authority to act on behalf of another person. Dinka may decline or limit requests when permitted by law, including where a request cannot be verified, conflicts with legal obligations, affects another person's rights, or requires retention for safety or security purposes.

## **8. Reporting Safety, Abuse, or Content Issues**

### **8.1 In-App Reporting and Blocking**

Dinka provides reporting and blocking tools to help users manage interactions and report potential violations. Use these tools when available to report harassment, threats, scams, unsafe conduct, inappropriate content, or other violations of Dinka's Community Guidelines or Terms of Service.

### **8.2 Emergencies**

Dinka is not an emergency service. If you or someone else is in immediate danger, contact local emergency services first. Dinka cannot guarantee real-time review of reports, messages, or support emails.

### **8.3 Real-World Interactions**

Dinka helps users connect around pickleball, but Dinka does not supervise real-world games, meetups, coaching sessions, club events, tournaments, or facilities. Use independent judgment before meeting others or participating in athletic activity. Review Dinka's Trust & Safety Policy and Terms of Service for additional safety and liability information.

## **9. Copyright and Intellectual Property Complaints**

If you believe content on Dinka infringes your copyright, contact [support@dinkapickleball.com](mailto:support@dinkapickleball.com) and review Dinka's DMCA & Copyright Policy. For trademark, impersonation, publicity-right, or non-copyright intellectual property issues, contact [support@dinkapickleball.com](mailto:support@dinkapickleball.com) with a clear explanation of the issue and supporting information.

## **10. Response Times and Limitations**

Dinka is an early-stage platform and support response times may vary based on volume, urgency, complexity, and operational capacity. Dinka prioritizes issues involving safety, unauthorized account access, legal risk, minors, payment confusion, and serious platform abuse.

Submitting a support request does not guarantee a particular outcome. Dinka may close or decline requests that are abusive, duplicative, unverifiable, unrelated to the Services, or inconsistent with Dinka's policies.

## **11. Updates to This Page**

Dinka may update this page as the Services evolve. Updated versions are effective when posted unless a later effective date is stated.

## **12. Contact Information**

Users may contact Dinka using the following addresses:

|                                      |                                                                                     |
|--------------------------------------|-------------------------------------------------------------------------------------|
| <b>General Support</b>               | support@dinkapickleball.com                                                         |
| <b>Privacy and Data Requests</b>     | support@dinkapickleball.com                                                         |
| <b>Copyright Notices</b>             | support@dinkapickleball.com                                                         |
| <b>Emergency or Immediate Danger</b> | Contact local emergency services first. Dinka is not an emergency response service. |