

Dinka

Trust & Safety Policy

Launch Policy for User Safety, Reporting, Blocking, and Moderation

Document Owner	Dinka Sports Technology LLC, operating as Dinka
Effective Date	September 20, 2026
Version	1.1
Applies To	All Dinka users, including players, coaches, clubs, event participants, and other account holders
Related Policies	Terms of Service; Privacy Policy; Community Guidelines; DMCA Policy
Contact	support@dinkapickleball.com

Revision History

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

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1. Purpose and Scope

This Trust & Safety Policy explains how Dinka Sports Technology LLC, operating as Dinka ("Dinka," "we," "our," or "us") supports user safety, handles reports, reviews potentially harmful content or conduct, and responds to safety-related issues on Dinka.

This Policy applies to all use of Dinka's mobile application, the Dinka website, and any related services, features, profiles, posts, comments, direct messages, photos, videos, club pages, coach listings, events, tournaments, reviews, and other user activity (collectively, the "Services").

This Policy works together with Dinka's Terms of Service, Privacy Policy, Community Guidelines, and DMCA Policy. Those policies control where they address a topic in more detail.

2. Safety Commitments

Dinka is designed for pickleball community discovery, social connection, and sports participation. We want Dinka to be useful, welcoming, and safe without pretending that an online platform can remove every risk from real-world athletic activity or user interaction.

Dinka's safety approach is based on the following commitments:

- **Clear rules:** Dinka publishes user-facing Community Guidelines and Terms of Service that prohibit harassment, threats, illegal activity, sexual exploitation, scams, deceptive conduct, and other harmful behavior.
- **User controls:** Dinka provides reporting, blocking, account deletion, and location-permission controls where applicable.
- **Moderation:** Dinka may review reports, remove content, restrict features, suspend accounts, or permanently ban accounts that violate Dinka policies.
- **User responsibility:** Users remain responsible for their own conduct, content, communications, meetups, coaching decisions, and participation in pickleball activities.

3. User Safety Tools

3.1 Reporting

Users may report content, accounts, messages, reviews, events, tournaments, coaches, clubs, or other activity that may violate Dinka's policies. Reports should be submitted through in-app reporting tools when available. For urgent matters that cannot be reported in-app, users may contact Dinka at support@dinkapickleball.com.

3.2 Blocking

Users may block other users where Dinka makes that functionality available. Blocking is intended to help users control unwanted interactions. Blocking does not guarantee that a blocked person will never appear in public areas of the Services or at real-world pickleball locations or events.

3.3 Location and Notifications

Dinka may request Apple Location Services permission for location-based features. Users may deny or disable location permission through device settings. Users may also manage push-notification permissions through device settings. Dinka's Privacy Policy provides more information about data collection and privacy choices.

3.4 Account Deletion

Dinka provides in-app account deletion functionality. Account deletion and data retention are addressed in Dinka's Privacy Policy and Terms of Service.

4. What Users Should Report

Users should report content or conduct that appears to violate Dinka's Community Guidelines, Terms of Service, or this Policy. Examples include:

- Harassment, bullying, stalking, threats, intimidation, or targeted abuse;
- Hate speech, discriminatory conduct, or demeaning attacks based on protected characteristics;
- Sexual content, sexual solicitation, or any sexualized content involving minors;
- Violence, credible threats of harm, weapon-related threats, or promotion of dangerous conduct;
- Doxxing, privacy violations, sharing private communications, or exposing sensitive personal information;
- Scams, impersonation, fake accounts, fake reviews, deceptive coach or club claims, or misleading event listings;
- Copyright or intellectual-property concerns, which may also be submitted under Dinka's DMCA Policy;
- Unsafe real-world conduct connected to Dinka interactions, events, tournaments, clubs, or coaching activity.

5. Safety Around Real-World Play, Events, and Meetups

Dinka connects people around pickleball, but Dinka does not supervise games, meetups, coaching sessions, club activities, events, tournaments, facilities, or other real-world interactions. Users participate in athletic and social activities at their own risk.

Users should use reasonable safety judgment when meeting others, including meeting in public or established pickleball facilities, telling someone where they are going, checking event details, respecting venue rules, and leaving any interaction that feels unsafe.

Dinka is not responsible for injuries, property loss, disputes, cancellations, coaching outcomes, tournament outcomes, facility conditions, weather, transportation, or the conduct of users, coaches, clubs, organizers, sponsors, or third parties. Additional disclaimers are included in Dinka's Terms of Service.

6. Coaches, Clubs, and Commercial Activity

Coaches and clubs are responsible for accurately describing their services, qualifications, pricing, schedules, rules, and events. Coaches may advertise services through Dinka where permitted, but Dinka does not guarantee coach quality, credentials, safety, availability, background, or results.

Clubs may post events and tournaments, but clubs may not collect payments through Dinka unless Dinka later provides an approved payment or registration feature. Clubs and coaches may not misrepresent affiliation with Dinka, manipulate reviews, pressure users, discriminate unlawfully, or use Dinka for unsafe or deceptive conduct.

Dinka may later support verified coaches, verified clubs, sponsored clubs, sponsored tournaments, event registration, additional membership tiers, or other commercial features. Any future feature remains subject to Dinka's policies and any additional terms published for that feature.

7. How Dinka Reviews Reports

Dinka may review reports using available information, including the reported content, account history, user-provided context, metadata, prior reports, safety risk, and applicable policies. Dinka is not required to disclose all moderation methods, internal risk signals, or investigation details.

Dinka may prioritize reports involving minors, credible threats, exploitation, sexual content, repeated harassment, impersonation, scams, or real-world safety concerns. Dinka may also act without a user report if Dinka identifies policy violations or safety risks through its own review or operational processes.

8. Enforcement Actions

Dinka may take enforcement action when content, accounts, or conduct violate Dinka policies or create legal, safety, operational, or reputational risk. Enforcement may include:

- Removing, limiting, or reducing visibility of content;
- Warning a user or requiring corrective action;
- Restricting posting, commenting, messaging, reviews, club features, coach features, or other functionality;
- Suspending an account temporarily;
- Permanently terminating an account;
- Declining to publish, promote, verify, or sponsor a coach, club, business, event, or tournament;
- Preserving information or escalating concerns when required or permitted by law.

Dinka may take action based on severity, context, repeated conduct, risk of harm, prior violations, or apparent misuse of the platform. Severe violations may result in permanent account termination without prior warning.

9. Appeals and Follow-Up

If Dinka suspends or terminates an account, removes content, or restricts a feature, Dinka may provide notice where appropriate and legally permitted. Users may request review by contacting support@dinkapickleball.com unless Dinka states that the action is final or that appeal is unavailable for safety, legal, or abuse-prevention reasons.

An appeal should identify the account, content, or action at issue and explain why the user believes Dinka's decision should be changed. Dinka may uphold, modify, or reverse a decision. Submitting an appeal does not guarantee reinstatement or restoration of content.

10. Privacy, Data, and Account Deletion

Dinka handles personal information as described in its Privacy Policy. Safety reports may contain sensitive information, including messages, screenshots, location-related context, user identifiers, event details, or descriptions of unsafe conduct. Dinka may use this information to review reports, enforce policies, protect users, comply with law, and operate the Services.

Deleting a Dinka account may remove or deactivate account information as described in Dinka's Privacy Policy, but Dinka may retain limited information where reasonably necessary for legal compliance, safety, fraud prevention, dispute resolution, enforcement records, or legitimate business purposes.

11. Emergencies and Law Enforcement

Dinka is not an emergency response service. If a user believes someone is in immediate danger, the user should contact local emergency services first.

Dinka may report or disclose information to law enforcement, emergency responders, child-safety organizations, or other appropriate parties when Dinka believes disclosure is required by law or reasonably necessary to address an emergency, prevent harm, protect users, investigate abuse, or enforce Dinka's rights and policies.

12. Changes and Contact Information

Dinka may update this Trust & Safety Policy from time to time to reflect changes in the Services, safety practices, legal requirements, or community risks. When required by law or appropriate under the circumstances, Dinka may provide notice of material changes.

Questions about this Trust & Safety Policy may be directed to:

Dinka

Safety and support: support@dinkapickleball.com

Privacy matters: support@dinkapickleball.com