

Terms and Conditions of Use

Last updated: June 2026

1. Identification of the Operator

The Coach ID platform is operated by Coach ID — Team Sports Management, Lda., a private limited company with registered office in Moura, Portugal, tax identification number (NIPC) 514674121 (hereinafter “Coach ID”, “we” or “the operator”).

Contacts: Support: info@coachidapp.com — Legal matters: info@coachidapp.com — Privacy and data protection: privacidade@coachidapp.com

2. Subject Matter and Definitions

2.1. Subject matter

Coach ID provides a SaaS (Software-as-a-Service) platform for coaches, coaching staff, clubs and football academies to manage their technical work, namely:

- Training planning (microcycles, calendar, sessions)
- Exercise creation (visual editor, library)
- Session execution (training plans, player management)
- Monitoring (Rating of Perceived Exertion and Wellness questionnaires)

Coach ID is under continuous development. New features are planned in the 2026 roadmap and beyond, namely: import and analysis of GPS metrics, game plan, tactics board, match analysis, scouting and additional tools for the technical management of clubs and academies. The availability of these features may be subject to specific plans or particular conditions, to be communicated in due course.

2.2. Definitions

For the purposes of these Terms:

- “Service” means the Coach ID platform, including the website, web application and PWA, and all features provided
- “User” means any person who creates an account or uses the Service
- “Account” means the unique registration assigned to a user to access the Service
- “Organisation” means a space shared between multiple users (up to 5), typically associated with a coaching staff
- “Editor” means the exercise editor provided free of charge and without the need for registration
- “User Content” means all information entered by the User on the platform (exercises, plans, players, monitoring data, etc.)

3. Acceptance of the Terms

3.1. Registration and acceptance

Creating an Account and/or using the Service implies full acceptance of these Terms. If you do not agree with any provision, you must not create an Account or use the Service.

3.2. Editor without registration

Using the Editor without creating an Account implies acceptance of these Terms in the part applicable to the use of the Editor.

3.3. Changes

Coach ID reserves the right to update these Terms at any time. Material changes will be communicated by email to Users with an active Account, at least 30 days in advance. Continued use of the Service after that period implies acceptance of the changes.

4. Account and User Responsibilities

4.1. Account creation

Account creation is free and requires a valid email address. The User is responsible for the accuracy of the data provided.

4.2. Authentication

Authentication is handled through Auth0 by Okta, Inc. The User is responsible for the confidentiality of their credentials and for all activities carried out with their Account.

4.3. Appropriate use

The User undertakes to:

- Not share credentials with unauthorised third parties
- Not attempt to access other Users' Accounts
- Not interfere with the operation of the Service, namely through load attacks, unauthorised scraping or exploitation of vulnerabilities
- Not use the Service for illegal purposes, including infringement of intellectual property rights, defamation or unlawful processing of personal data
- Not introduce malicious content (viruses, malware, harmful code)

4.4. Responsibility for User Content

The User is fully responsible for the Content they enter on the platform. In particular:

- Adult players' data: the User declares that they have obtained the informed consent of the data subjects for the processing of their personal and health data (Rating of Perceived Exertion, Wellness, injuries, weight, height, GPS where applicable) through the platform
- Minor players' data: the User declares that they have obtained the consent of the holders of parental responsibility for the processing of the personal and health data of minors
- Photographs: the User declares that they have the right to use and upload the photographs entered on the platform, including, in the case of minors, the consent of the holders of parental responsibility

Coach ID acts as a processor in the processing of this data, with the User (or the entity they represent, such as the club) being the controller. The User indemnifies Coach ID against any liability arising from the breach of these declarations.

5. Free Editor

5.1. Free access

The exercise Editor is provided free of charge, without the need for registration or subscription. It can be used to design exercises or as a tactics board.

5.2. Limitations of free access

Using the Editor without an Account does not allow you to:

- Save exercises to a personal library
- Access the history of created exercises
- Share exercises with other authenticated users

5.3. Free-of-charge commitment

Coach ID undertakes to keep the Editor free on a permanent basis, as communicated to the public. This promise applies to the Editor's core functionality, without prejudice to the possibility of creating additional premium features that require a subscription.

6. Free Trial and Subscription

6.1. Free trial

Coach ID offers a free 7-day trial with access to all the platform's features. The trial does not require entering a payment method.

6.2. After the trial

At the end of the 7-day period, and in the absence of an active subscription:

- The Account remains accessible in read-only mode
- The User continues to have access to all the data they entered during the trial
- The User cannot add new content (create exercises, sessions, collect monitoring data) until they subscribe to a plan

6.3. Subscription plans

Coach ID offers the following plans:

- Individual plan: intended for a single User
- Organisation plan: intended for coaching staff, with access for up to 5 Users in a shared space

The prices currently in force are published at coachidapp.com. They may be revised by Coach ID at any time, with effect only for future subscriptions and renewals. The prices contracted by the User remain unchanged during the period already paid for.

6.4. Payments

Payment processing is carried out by Stripe, Inc., and is subject to Stripe's terms and conditions. Coach ID does not store credit card data. Accepted payment methods: credit or debit card, PayPal and Link (Stripe).

6.5. Refund Policy

No refunds, total or partial, are made in the event of cancellation of the subscription before the end of the paid period. The User retains access to the Service until the end of the period already paid for, after which the Account switches to read-only mode in accordance with clause 6.2.

6.6. Automatic renewal

Subscriptions renew automatically at the end of each contracted period (monthly or annual), unless expressly cancelled by the User before renewal.

7. Cancellation and Account Closure

7.1. Subscription cancellation

The User may cancel the subscription at any time through their Account settings. Cancellation takes effect at the end of the period already paid for, with access maintained until that date. The Account then switches to read-only mode in accordance with clause 6.2.

7.2. Account closure at the User's request

The User may request the complete closure of the Account at any time, by emailing privacidade@coachidapp.com. After the request:

- The Account switches to export mode for 30 days, allowing the User to download their data

- After that period, all personal data is deleted within a maximum of 30 additional days (total: 60 days between the request and final deletion)
- Exceptionally, billing and transaction data is retained for the period legally required for tax purposes (10 years)

7.3. Closure for breach of the Terms

Coach ID may suspend or close Accounts that breach these Terms, after notifying the User whenever possible. In cases of serious breach (illegal use of the Service, attacks, fraud), closure may be immediate and without prior notice.

8. Intellectual Property

8.1. Coach ID's property

All rights relating to the software, design, brand, logo, curated exercise library, documentation and other content belonging to Coach ID belong exclusively to Coach ID — Team Sports Management, Lda.

8.2. Licence to the User

Coach ID grants the User a limited, non-exclusive, non-transferable and revocable licence to use the Service in accordance with these Terms. This licence terminates automatically upon closure of the Account.

8.3. User Content

The User retains ownership of the Content they enter on the platform (exercises created, training plans, player data). The User grants Coach ID a limited licence to host, process and make this Content available in the context of providing the Service.

8.4. Suggestions and feedback

Any suggestion, idea or feedback sent to Coach ID may be freely used by Coach ID, without any obligation of compensation or attribution.

9. Service Availability

9.1. Reasonable effort

Coach ID undertakes to keep the Service available using its best efforts. Continuous availability or absence of errors is not, however, guaranteed.

9.2. Scheduled maintenance

Coach ID may carry out scheduled maintenance operations that entail temporary unavailability. Whenever possible, these operations will be communicated in advance and carried out during low-traffic periods.

9.3. Unscheduled unavailability

Coach ID is not responsible for unavailability caused by:

- Failures of external providers (Auth0, Stripe, hosting infrastructure)
- Cyberattacks, even if mitigated with due diligence
- Force majeure events

10. Limitation of Liability

10.1. Service “as is”

The Service is provided “as is” and “as available”. Coach ID makes no express or implied warranties as to the suitability of the Service for any specific purpose.

10.2. Liability cap

To the maximum extent permitted by law, Coach ID's total liability towards the User, for any cause, is limited to the amount actually paid by the User in the 12 months preceding the event that gave rise to the damage.

10.3. Exclusions

Coach ID is not responsible for:

- Indirect damages, loss of profits or loss of opportunity
- Loss or corruption of data caused by misuse by the User
- Decisions made by the User based on data or analyses provided by the platform (including, namely, medical, tactical or training-load management decisions)

10.4. Informational nature of monitoring data

The subjective exertion, wellness and other metrics provided are for information purposes only. Coach ID does not replace professional medical, physiological or clinical advice. The User is fully responsible for the decisions made based on this data.

11. Previous Versions and Coach ID v1

11.1. Distinct platforms

Coach ID v2 is a technologically distinct platform from Coach ID v1. Registration on v2 does not constitute an automatic upgrade from v1 and requires the creation of a new Account.

11.2. Content migration

Exercises and data created in v1 are not automatically migrated to v2.

11.3. Continued access to v1

v1 remains accessible for a transitional period to be communicated, allowing users to access their historical content. Coach ID will inform users in due course about the discontinuation date of v1.

12. Final Provisions

12.1. Communications

Communications between Coach ID and the User will be made by email, to the addresses provided at the time of registration. The User is responsible for keeping their contact details up to date.

12.2. Assignment

The User may not assign their Account or rights arising from these Terms to third parties without the written authorisation of Coach ID. Coach ID may assign its rights and obligations in the context of corporate operations (merger, acquisition, transfer of business).

12.3. Partial invalidity

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions remain in force.

12.4. Governing law

These Terms are governed by Portuguese law.

12.5. Jurisdiction

For the resolution of any disputes arising from these Terms, the Judicial Court of the District of Beja, General Jurisdiction Division of Moura, shall have jurisdiction, with express waiver of any other, save mandatory legal provision to the contrary.

12.6. Consumers

Where the User acts as a consumer, the mandatory rights provided for in Portuguese law also apply, namely Decree-Law No. 24/2014 (distance and off-premises sales) and Law No. 24/96 (consumer protection).

12.7. Alternative dispute resolution

In the event of a dispute, the consumer User may turn to the competent Consumer Dispute Arbitration Centre. For information: www.consumidor.pt.

Coach ID — Team Sports Management, Lda.