

Data Privacy Policy

Last Update: Aug 20

1. Introduction

Hello!

We are happy to know that you are here and taking the time to read and understand our Privacy Policy. Here at Bike Me Up we take this subject at the highest standards and want you to feel safe when you share information with us.

We create this document to share with you information about Data Privacy and explain to you how we collect, manage and disposal your information.

nevertheless, if you have any questions about this topic after reading this, please feel free contact us using any of our channels. We are more than happy to talk to you!

This policy was written following the Australia's *Privacy Act 1988*. More on that at:

2. What information do we collect from you?

We collect information that can identify you as a person, i.e. personal data. Information we collect from you are:

- Identity Data: your name, middle names, family name, date of birth, your ID number, ID expiry date, ID type.
- Contact Details: email, billing address, residential address, phone number
- Financial Data: payment card details and bank account information
- Transactional Data: details payments from you and other details about products and services acquired from you.
- Technical Data: internet protocols address, browser type, location, device type, time zone, operating system, the time you spend on our website, which pages you visited.

We do not collect any categories of personal data about you (race, ethnicity, religious or philosophical beliefs, sex life, orientation, political opinions, trade union memberships, information about your health, and genetics and biometric data)

3. How we collect this information?

We may collect this information depending on the type of product and service you have acquired from us, and if you are our client or not. The ways we collect information depends on which type of information we require. The ways we may collect your data are:

- Cookies
- Surveys
- Web forms
- Paper forms
- Website registration

- Phone
- Email

4. Why we collect this information?

We collect and use this information to:

- Communicate with you (send you updates or changes, offers, listen to you)
- Analyse and Improve our business and services
- Comply with legal obligations
- Provide services to you
- Get paid by you

5. Who is going to use your information?

In some cases, we may share your personal information with a third-party provider. This will happen only for operational purposes and the situations are mentioned below:

- Payment service providers: in order to process any payments made by you
- Insurers and claim processors: in order for us to deal with any claims, accidents or bike issues that may happen with you
- Bike Repair: on some occasions we may ask you to take your Bike to and independent Bike shop for repair, in order to provide you with a better customer experience.
- Technology companies that provide products and services to us: in order to create and maintain our operation, we use different technology companies using cloud based solutions. We use these providers also for back-up purposes.
- Regulators and other governmental authorities - in some cases we may be requested by these bodies to disclose some information for our business purposes.

6. How your information is protected?

All our operation utilises the best in class and well know technology providers when handling and using information (like Google suite, Stripe Payments, Wix Web Hosting). Those companies invest a significant amount of money and resources into Data Security and we rely on their knowledge and expertise to handle our online operation.

At the offline side of operations, only trained and specific staff has access to your information.

7. How long we store your information?

We only collect and retain you information for as long as we need to provide you with products and services and to meet our legal obligations (law, accounting, tax, regulatory, etc.)

8. What are my rights and choices?

We listed below what are your choices related to your information:

- Request access to your personal data: know what information we currently have about you.
- Request correction of your data: if you changed some information, or realised that we have the wrong information about you.
- Request erase of your data: you have the right to ask us to delete all your data at any time. Note that we may be unable to do it if we have to comply with legal reasons. If that happens we will notify you the reason.
- Objection into processing your data: you may request we do not process your information for any truthfully and legitimate reason when you feel your fundamental rights are been impacted. In some cases, we may demonstrate that we have compelling legitimate facts to process your your information even when you requested to do not.
- Transfer your information: you may request us to send all information we have about you to a third-party.

9. How to contact us?

If you have any question or want more details, please contact us by any of our available communication channels (email, live chat, facebook and others)