

Privacy Policy

For a Cycle & Spare Parts E-commerce Store

Last Updated: August 14, 2026

1. Introduction

This Privacy Policy explains how we collect, use, store, and protect information when you visit our website, create an account, place an order, contact us, or otherwise use our services. By using our website, you acknowledge the practices described in this Privacy Policy. If you do not agree with this policy, please do not use the website.

2. Information We Collect

We may collect information that you provide directly to us when you use our website. Depending on how you interact with our store, this may include:

- Account information such as name, email address, phone number, username, and account-related details.
- Order information including products purchased, order history, billing and shipping details.
- Contact information submitted through contact forms, emails, calls, or customer support.
- Technical information such as IP address, browser, device, operating system, and website usage information.
- Preference information such as saved preferences, shopping-cart information, and communication preferences.

3. Personal Information

When you create an account, place an order, request support, or contact us, we may collect information such as:

- Full name
- Email address
- Phone number
- Billing address
- Shipping or delivery address
- Account login information
- Information submitted through customer-support or contact forms

4. Order and Transaction Information

When you purchase cycles, spare parts, accessories, or other products, we may collect information necessary to process your order, including order details, products purchased, delivery information, billing information, and transaction-related information. Payment card or other payment information may be processed directly by our third-party payment provider. We do not necessarily store complete payment card details on our own servers.

5. Automatically Collected Information

When you visit our website, certain technical information may be collected automatically. This may include your IP address, browser type, device information, operating system, pages viewed, referring website, approximate location, and information about how you interact with our website. We may use cookies and similar technologies to operate the website, remember preferences, analyze traffic, and improve the shopping experience.

6. How We Use Your Information

We may use collected information to:

- Create and manage customer accounts
- Process and fulfill orders
- Arrange shipping and delivery
- Process payments through authorized payment providers
- Send order confirmations, invoices, delivery updates, and support messages
- Respond to questions and customer-service requests
- Improve our website, products, services, and shopping experience
- Detect, investigate, and prevent fraud, abuse, or security incidents
- Analyze website traffic and customer behavior
- Send promotional communications where permitted and where you have chosen to receive them
- Comply with applicable legal and regulatory obligations

7. Cookies and Similar Technologies

Our website may use cookies, pixels, analytics tools, and similar technologies. Cookies may help us keep products in your shopping cart, remember preferences, understand website usage, improve performance, and provide relevant marketing where permitted. You can usually control cookies through your browser settings. Disabling certain cookies may affect website functionality.

8. Sharing Your Information

We do not sell your personal information for money. We may share information with trusted service providers when necessary to operate our business and provide services to you. These parties may include payment processors, shipping and delivery companies, website hosting providers, analytics providers, customer-support platforms, email providers, and fraud-prevention or security services. We may also disclose information when required by law, legal process, court order, or to protect our rights, customers, property, or the security of our website.

9. Shipping and Delivery

To fulfill your order, we may provide necessary customer information to delivery and logistics providers. This may include your name, phone number, delivery address, and order details. These providers should use the information only for purposes related to delivering your order and providing their services.

10. Marketing Communications

If you choose to receive promotional communications, we may send information about products, discounts, new arrivals, or other offers. You can unsubscribe from marketing emails by using the unsubscribe option in the message or by contacting us. Transactional messages, such as order confirmations and delivery updates, may still be sent when necessary to complete your purchase.

11. Data Security

We take reasonable administrative, technical, and organizational measures to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure. However, no website, online service, or method of electronic transmission can be guaranteed to be completely secure.

12. Data Retention

We retain personal information for as long as reasonably necessary to provide our services, complete transactions, maintain business and accounting records, resolve disputes, prevent fraud, comply with legal obligations, and enforce our agreements. The retention period may vary depending on the type of information and the purpose for which it was collected.

13. Third-Party Websites and Services

Our website may contain links to third-party websites, payment services, social media platforms, or other external services. We are not responsible for the privacy practices, content, or security of third-party websites. We recommend reviewing the privacy policies of any third-party service before providing personal information.

14. Children's Privacy

Our online store is not intended to knowingly collect personal information from children. If you believe a child has provided personal information to us without appropriate permission, please contact us so that we can review and, where appropriate, delete the information.

15. Your Privacy Rights

Depending on your location and applicable law, you may have rights concerning your personal information, including the right to request access, correction, deletion, restriction, or a copy of certain information. You may also have the right to object to certain processing or withdraw consent where processing is based on consent. To exercise an applicable right, contact us. We may need to verify your identity before processing a request.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website, services, technology, or legal requirements. The updated version will be posted on this page with a revised "Last Updated" date. You should review this Privacy Policy periodically for changes.

17. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us through the contact details provided on the website.

Important: This template is a general e-commerce privacy policy and should be customized to match the actual website, payment providers, analytics tools, cookies, shipping partners, business location, and applicable privacy laws. It is not legal advice.