

Click2cycle Privacy Policy

We at click2cycle we respect your privacy. We want to inspire you to hire our bikes and discover more of the coastline around Folkestone and Hythe. We want to keep you informed of news, updates, offers and exciting events to help you make the most of your bikeshare experiences. We take our responsibility to protect your personal information very seriously and we want to make sure that all the data we have collected about you, is safe and secure.

This policy sets out our commitment to you, in compliance with the General Data Protection Regulation, (commonly known as GDPR) and explains how we collect, store and use your personal information. The policy applies if you are a click2cycle customer, or if you have a business relationship with us, including businesses listed as 'Attractions' on our website, Hosts of our Bike Hire Stations and businesses that take part in our campaigns or events.

Our policy covers how we collect, use, disclose, transfer and store your data. It applies to all click2cycle platforms including, our website, app, newsletters and social media sites.

We will hold your data securely, with your consent and will only share your data with your permission. When you share your data preferences with us, we will comply with your wishes to ensure that we give you the information that you want and to improve our service to you.

Our privacy policy does not cover the links within this website which link to other websites. Please refer to those external websites directly to read their privacy policy.

What kind of data does click2cycle collect?

When a User creates an account through the click2cycle mobile Application (App) or uses the click2cycle website, click2cycle acts as data controller to collect and process information about the user.

We gather information about the user's name, email address, telephone number, location, IP address and credit and/or debit card details which the user submits to click2cycle through the website or App.

What happens to your data?

We use your personal data as follows:

To process your request and payment.

To respond to enquiries and feedback.

To distribute newsletters if the User has signed up to receive them.

To respond to direct communication from the User.

To gather statistics about the use of the bikes.

To process payment and invoice the User for the bike rental.

To inform the User of the precise start and end time of the rental and the total charged to the User's account.

To provide customer support.

We use your information to better understand the most popular and unpopular use of our bikes to help improve our pricing structure and make best use of our bike locations. We also use the information to learn about popular destinations not covered by our network so that we can provide Bike Hire Stations in those locations and inform our users of routes, things to do and places to eat and rest.

We log information on the length and duration of the user's route to be able to precisely charge the user for any given rental.

The User accepts that click2cycle may contact the User about payment details or issues regarding the use of the website or App as well as operational issues with the bikes.

Does click2cycle share the User's information with others?

When entered through the website or App, the User's personal data may be transferred to third parties solely for the purpose of providing the User with the service requested eg renting a bike. This may include:

- Click2cycle suppliers.
- Financial institutions
- Click2cycle technical support and delivery services
- Other third parties if required by law, court order or legislation.

Click2cycle is hosted in the EU but we also use third party data processors which are located both in EU and the US. An example of that is our App provider, LinkaGo, which processes: User's name, email address, phone number and location. Data Processor Agreements (DPA) are in place with all the external data processors we use to ensure that the data processors comply GDPR regardless of their location.

How long does click2cycle keep the User's personal data?

The User's personal data is stored for as long as the User has an active account with click2cycle. If the User's account has not been used for a consecutive period of 36 months, it will be regarded as inactive. The account will then be anonymized and deleted.

What happens to the data supplied by partner organisations?

If your business or event is listed on the click2cycle website as a host Bike Hire Station or 'Attraction', we hold the details and images that you provide to us. It is your responsibility to ensure that you have the correct permissions to use any content or images that you submit and to notify us of any changes.

We always attempt to keep your information as up to date and accurate as possible. This might mean we get in touch from time to time to check details with you and to remind you to provide updates to your website listings.

Social Media Platforms.

We respectfully request that you do not share personal information on any of our social media platforms.

What precautionary measures are taken by click2cycle?

We take technical and organisational precautionary measures to protect the User's personal data from manipulation, loss, destruction or access from unauthorized persons. These measures are reviewed regularly to take account of development in software, equipment and technical procedures.

We will never sell your personal information or let other organisations use it for their own purposes.

What rights does the User have under the General Data Protection Regulation (GDPR)

You own the data we collect from you. You have the right to have your data: **Deleted, Rectified and Returned.**

We collect your consent to process your data when you sign up.

We are obliged to notify you in case we have any breach of your data.

You can read more about your individual rights on the Information Commissioner's Office website [file:///Users/sam/Library/Group Containers/QA2G25RMZ4.com.wunderkinder/Wunderlist/Attachments/E4BE8C05-9836-43FC-A350-C0D272333B60/Informationcommissioner'soffice here](file:///Users/sam/Library/Group%20Containers/QA2G25RMZ4.com.wunderkinder/Wunderlist/Attachments/E4BE8C05-9836-43FC-A350-C0D272333B60/Informationcommissioner'soffice%20here).

CHANGES TO THIS POLICY

Any changes we may make to this Policy in the future will be posted on our Site and, where appropriate, notified to you by e-mail. When we change this Policy in a material way, we will update the version date at the bottom of this page. Please check back frequently to see any updates or changes to this Policy and should you object to any alteration, please contact us at the address below.

Contact details.

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