

Privacy Policy

Introduction

Welcome to Fixie.nz ("we," "our," "us"). We are committed to protecting your privacy and ensuring that your personal information is handled securely and responsibly. This Privacy Policy explains how we collect, use, and share your information when you use our services.

Information We Collect

We collect various types of information in connection with the services we provide, including:

- **Personal Identification Information:** Name, email address, phone number, and mailing address.
- **Bike and Service Details:** Information about your bike and the services you require or offer.
- **Payment Information:** Credit card details and other payment information.
- **Usage Data:** Information about how you use our website and services.
- **Communication Data:** Any communication you have with us or through our platform.

How We Use Your Information

We use your information to:

- Provide, operate, and maintain our services.
- Process transactions and send related information, including booking confirmations and invoices.
- Facilitate communication between riders and mechanics.
- Improve our services, personalise your experience, and monitor and analyse usage and trends.
- Respond to your comments, questions, and requests, and provide customer service.
- Send you technical notices, updates, security alerts, and support and administrative messages.
- Communicate with you about products, services, offers, promotions, and events, and provide other news and information we think will be of interest to you.

Sharing Your Information

We share your information with:

- **Mechanics and Riders:** To facilitate bookings, we share contact information between riders and mechanics once a booking has been requested.
- **Service Providers:** Third-party vendors and service providers that perform services on our behalf, such as payment processing, data analysis, email delivery, hosting services, and customer service.

- **Business Transfers:** If we are involved in a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.
- **Legal Requirements:** If required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency).

Data Security

We implement a variety of security measures to maintain the safety of your personal information. However, please note that no method of transmission over the internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Your Rights

Depending on your location, you may have the following rights regarding your personal information:

- The right to access – You have the right to request copies of your personal data.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate or complete information you believe