Privacy Policy

Effective Date: May 7, 2026

Welcome to Ride E Scooter ("Company," "we," "our," or "us"). Your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our e-scooter rental services, website, mobile applications, and related services.

By using our services, you agree to the collection and use of information in accordance with this Privacy Policy.

1. Information We Collect

Personal Information

When you create an account, rent a scooter, contact us, or use our services, we may collect:

- Full name
- Email address
- Phone number
- Billing address
- Government-issued identification (where required)
- Payment information
- Emergency contact information

Usage Information

We may automatically collect:

- GPS and location data
- Ride history
- Scooter usage information
- Device information
- IP address
- Browser type
- Operating system
- Mobile device identifiers
- App diagnostics and crash data

Payment Information

Payments may be processed by third-party payment processors. We do not store full credit card information on our servers.

2. How We Use Your Information

We may use your information to:

- Provide and operate scooter rental services
- Process payments and transactions
- Verify identity and eligibility

• Improve safety and customer support
• Monitor and prevent fraud or misuse
• Communicate with you regarding your account or rides
• Send service updates and promotional communications
• Improve our products, services, and website
• Comply with legal obligations

3. Location Tracking

Our scooters and mobile applications may collect real-time GPS location information before, during, and after rides for:

• Scooter tracking and recovery
• Ride management
• Safety monitoring
• Billing calculations
• Service improvements
• Compliance with local regulations

By using our services, you consent to this location tracking.

4. Sharing of Information

We may share your information with:

Service Providers

Third-party vendors who assist with:

• Payment processing
• Customer support
• Hosting and cloud services
• Analytics
• Identity verification
• Fleet management

Legal Requirements

We may disclose information if required by law or if we believe disclosure is necessary to:

• Comply with legal obligations
• Protect our rights or property
• Prevent fraud or illegal activity
• Protect public safety

Business Transfers

If Ride E Scooter is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

5. Data Retention

We retain personal information only as long as necessary to:

• Provide our services

• Comply with legal obligations

• Resolve disputes

• Enforce agreements

When information is no longer needed, we securely delete or anonymize it.

6. Security

We use commercially reasonable administrative, technical, and physical safeguards to protect your information. However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Your Rights and Choices

Depending on your location and applicable laws, you may have rights to:

• Access your personal information

• Correct inaccurate information

• Request deletion of your information

• Withdraw consent where applicable

• Opt out of marketing communications

• Request a copy of your stored data

8. Cookies and Tracking Technologies

Our website or app may use cookies and similar technologies to:

• Improve user experience

• Remember preferences

• Analyze usage

• Provide functionality and security

You may disable cookies through your browser settings, though some features may not function properly.

9. Children's Privacy

Our services are not intended for individuals under the age of 18, or the minimum legal riding age in your area. We do not knowingly collect personal information from children.

10. Third-Party Links

Our website or application may contain links to third-party websites or services. We are not responsible for the privacy practices or content of those third parties.

11. International Users

If you access our services outside Canada, your information may be transferred to and processed in jurisdictions with different data protection laws.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes become effective when posted. Continued use of our services after changes are posted constitutes acceptance of the revised policy.

13. Contact Us

Ride E Scooter

14. Consent

By using Ride E Scooter services, website, or applications, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.