

Privacy Policy

Bay Bikes Original ("we," "us," "our") respects your privacy and is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and other applicable privacy laws in Victoria, Australia. This Privacy Policy outlines how we collect, use, disclose, and protect your personal information when you interact with us, including when you make bookings through the Hubtiger portal or visit our website (<https://baybikes.com.au/>).

COLLECTION OF PERSONAL INFORMATION

We may collect the following types of personal information when you interact with us:

- Contact Information: such as your name, email address, phone number, and address.
- Booking Information: details of your bookings and rentals, including dates, times, and payment information.
- Communication Preferences: such as your subscription preferences for email communications.
- Technical Information: such as your IP address, browser type, and website usage data collected through cookies and similar technologies.

HOW WE USE YOUR INFORMATION

We use your personal information for the following purposes:

- To Provide Services: To process bookings, manage rentals, and deliver the services you request.
- Customer Support: To respond to inquiries, provide support, and ensure a positive experience.
- Marketing Communications: We may also use your personal information to send you marketing communications about our services. If you do not wish to receive these communications, you can opt-out by following the instructions provided in the communication.
- Legal Compliance: To comply with legal obligations, resolve disputes, and enforce agreements.

SHARING YOUR INFORMATION

We may share your personal information with third parties to provide services on our behalf, including but not limited to:

- Hubtiger Portal: To facilitate bookings and manage rentals.
- Payment Processors: To securely process payments.
- Marketing Partners: To deliver personalised ads and email communications.

Where required by law or applicable Google policies governing personalised ads and/or user consent, we will obtain your consent before sharing your data with third parties. We will also ensure that any third parties we work with adhere to strict privacy and data protection standards.

COOKIES AND ONLINE TRACKING

Our website uses cookies and similar technologies to enhance your experience and collect information about website usage. You can control your cookie preferences through your browser settings.

DATA RETENTION

We retain your personal information only as long as necessary to fulfil the purposes outlined in this Privacy Policy or as required by law.



BAY BIKES ORIGINAL

SECURITY OF YOUR INFORMATION

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. We use industry-standard encryption to protect your payment information. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information will be kept by us for a minimum of 7 years.

YOUR RIGHTS

You have the right to:

- Access, correct, or update your personal information.
- Withdraw your consent for marketing communications by clicking the "unsubscribe" link in our emails.
- Request the deletion of your personal information, subject to legal and contractual obligations.

To exercise these rights, please contact us at info@baybikes.com.au

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements.

CONTACT US

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at: Email: info@baybikes.com.au Phone: 03 7044 9531

By booking with Bay Bikes Original, you agree to this Privacy Policy and the collection, use, and disclosure of your personal information as described above.

