



Privacy Policy

1. Introduction

Souplesse Cycling Limited ("Company") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, and disclose your information when you visit or use our website, souplessecycling.com ("Website").

2. Information We Collect

We may collect the following types of information from you:

- **Personal Information:** This includes information that can be used to identify you, such as your name, email address, postal address, phone number, and payment information.
- **Usage Data:** This includes information about your use of the Website, such as the pages you visit, the links you click, and the time you spend on the Website.
- **Device Information:** This includes information about your device, such as your IP address, browser type, and operating system.

3. How We Use Your Information

We use your information for the following purposes:

- To process and fulfil your orders.
- To send you important information about your account and your orders.
- To personalize your experience on the Website.
- To improve the Website and our services.
- To send you marketing and promotional materials, with your consent.

4. How We Share Your Information

We may share your information with third-party service providers who help us operate the Website and provide our services. These service providers are bound by contractual obligations to keep your information confidential and to use it only for the purposes authorized by us.

We may also disclose your information if required by law or in the good faith belief that such disclosure is necessary to:

- Comply with a legal process, such as a court order or subpoena.
- Protect the rights, property, or safety of Company, our users, or the public.
- Prevent or investigate illegal activities, such as fraud or abuse.



5. Cookies and Similar Technologies

We use cookies and similar technologies to track the activity on the Website and hold certain information. Cookies are files with small amounts of data that may include a unique anonymous identifier. Cookies are sent to your browser from a website and stored on your device. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of the Website.

6. Data Security

We take reasonable measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee absolute security of your information.

7. Your Choices

You have the right to access, update, or delete your personal information. You may also opt out of receiving marketing and promotional materials from us. To exercise these rights, please contact us at sales@souplessecycling.com.

8. Children's Privacy

The Website is not intended for children under the age of 13. We do not knowingly collect personal information from children under the age of 13. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us. We will take steps to delete the information from our records.

9. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on the Website. You are advised to review this Privacy Policy periodically for any changes.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at sales@souplessecycling.com.

