

Privacy Policy

Thank you for visiting our website letitbike.com. We are committed to protecting any personal information you give us. Protecting your privacy is a responsibility we take very seriously. This document, which we update from time to time, describes what we do with your personal information. It also tells you how to contact us if you have any questions about it.

At letitbike.com, we offer online bike rental through our own website and through third-party owned mobile app Telegram (letitbike chatbot). This policy applies to both of them.

About us

What is letitbike.com?

Let It Bike is an online service that is pleased to be another independent company made to provide service and making companionships that can't be coordinated by any expansive scale corporate offers. We feel that the most ideal approach to experience a city on the planet is ride on the bike and hanging out with somebody local who's knowledgeable and pleasing. Our services surpass all criteria and will go well beyond to give you an experience that can't be accomplished by sitting on a transport with many other individuals.

We bring our own particular unique blend of New York city knowledge, appeal to each service we give. We are focused on giving our visitors a stand-out visit, loaded with excitements, chuckling, and enrichments. Our central goal is to give fun and exceptional experience through unrivaled client service that makes grins and memories that last a lifetime.

We treat all our customers like a friends, since we put believe in the significance of hospitality. We can likewise help you with coordination of your next occasion or family assembling in New York city.

We anticipate meeting you and our partners showing you real New York.

We work with distributors (as discussed below) who manage the hosting, purchase and payment for our products and services. If you provide information directly to our affiliates, distributors or suppliers, the terms of their respective privacy policies, and not this Privacy Policy, will apply to such disclosures. LetItBike.com (together with other "Let It Bike" -branded websites) is our flagship website, where we offer our complete range of products and services directly to customers. Its open each day of the week.

Privacy

What kind of personal information does letitbike.com use?

When you book a bike or a bike tour, we ask you for the information we need to give you the requested service. This may include:

- your name;
- your e-mail;
- your cell-phone number;
- your Telegram ID;

- your social account address;
- information you gave us in the feedbacks;
- any other information you disclose to us;
- payment information.

This information is used for procession of booking of bike/bike tour and for providing service.

Any user is free to leave a feedback. To make things easier you can leave a feedback via social media services authorization (Facebook, Google, etc.)

Does letitbike.com use cookies or collects any technical information?

When you visit our website, we may collect certain information, even if you don't make a booking. Server logs capture certain non-personally identifying data, such as the time and date of a visit, the browser and operating system being used, the IP address and the web URL a user linked from. This also may include language settings and pages visited. None of this information by itself will be able to tell us who you are, but it can still be considered 'personal' information.

We utilise cookies to enhance your experience on our website. Cookies are small text files that are placed on your computer by the sites that you visit. They help to analyse web traffic and let you know when you visit a particular site. Cookies enhance the usability of web applications providing an individual and tailored experience by gathering and remembering your preferences such as your needs, likes and dislikes. You may disable cookies in your web browser settings and this will not prevent you from accessing our Website. However, certain parts of our website may not operate as smoothly as when cookies were enabled.

Does letitbike.com receive information about me from other sources?

We may periodically obtain both personal and non-personal information about you from affiliated entities, business partners and other independent third-party sources and add it to other information about you. For example, if you visit letitbike.com by "clicking through" from a site operated by one of our business partners, and you have registered with that partner, then information about you that you have provided to that partner may be shared with us, such as contact information and demographic information. That helps us update, expand, and analyze our records and identify new customers, and provide products and services that may be of interest to you.

Why does letitbike.com collect, use and share your personal information?

- *Bookings:* We use your personal information to complete your booking of bike/ bike tour, and to forward the necessary details to the bike/ bike tour supplier.
- *Customer service:* We provide customer service. This insures that we can handle any problem you might meet with during your bike/ bike tour rental and respond to your queries. We may use it to process refunds/returns as well.
- *Customer reviews:* We may use your contact information to send you a proposition to leave a feedback regarding your bike/ bike tour booking experience. This helps us understand and improve our service and the service our partners provide.
- *Marketing activities:* We also use your personal information for marketing activities, as permitted by law. We may use it to contact you by telephone, email, message to chat or SMS with information on our latest news, offers and updates, including details of our (or our affiliated partners') services, special offers, discounts or promotions, new services, and forthcoming events. You consent to this when you perform a booking on the booking form, unless you opt out by ticking the relevant box (you can also opt out at any time by clicking "unsubscribe" in the email or send us a short message to our e-mail).

- *Other communications:* There may be other times when we contact you by email, phone, message to chat or SMS, depending on the contact information you share with us. This could be in case if we need to respond to your request, or we may send you a reminder if you did not finalize your booking.

How does letitbike.com share your information with third parties?

In certain situations, we may share your personal information with third parties. Tours, activities and experiences advertised on our site are made available through our third-party affiliates, distributors and suppliers. Our affiliates, distributors and suppliers may have privacy policies that differ from letitbike.com's Privacy Policy. You should also be aware that some product or tour suppliers and some of our affiliates and distributors may need additional Personal Information or Other Information (such as age, health or physical fitness information) to determine whether you can participate in an activity. You should read and rely upon the relevant supplier, affiliate or distributor Privacy Policy only (and not letitbike.com's Privacy Policy), if letitbike.com does not collect this information from you directly.

We share your personal information with companies supplying your bike/ bike tour. We need to send them relevant booking details, such as your name and contact information (telephone number and/or e-mail).

Also we may share your personal information with payment service provider.

We may use third-party service suppliers to process your personal information on our behalf for the purposes described above (for example we use telegram chat for bookings as well as our web-site).

We may share your personal information with government or investigative authorities if required by law or court order.

Security

What security procedures does letitbike.com put in place to safeguard your personal information?

In accordance with US data protection laws, we observe reasonable procedures to prevent unauthorised access to and misuse of personal information. We use appropriate business systems and security procedures to protect your personal information. Only authorised personnel are permitted to access personal information in the course of their work.

Marketing Emails

How can you opt out from marketing emails?

You can also opt out at any time by clicking "unsubscribe" in any of these emails or write a short notice to our e-mail.

Contact

How can you control the personal information you have given to letitbike.com?

You can request a copy of the information we have about you by email. To keep your information safe, we may ask for further information to confirm your identity. If you would like to correct the information you gave to us – please write us an e-mail so we can correct it. Should you have any questions, concerns or comments about our practices or this Privacy Policy, please write us an e-mail to support@letitbike.com