

TERMS & CONDITIONS

Information about havebike

1. Who We Are

You are contracting with **HAVEBIKE LTD** (trading as havebike...) incorporated and registered in England and Wales as a Limited Company with number **07634765** whose registered office is at Arch 245a 248 John Ruskin Street, London, England, SE5 0NS. References to “havebike”, “we”, “our” and “us” throughout the Terms and Conditions refer to this Company.

2. Our VAT Registration

Our UK VAT Registration Number is GB 295435570.

3. Contacting Us

- Email at info@havebike.co.uk;
- Telephone Customer Service on 0333 050 9287;
- Write to us at our Head Office: Arch 245a 248 John Ruskin Street, London, England, SE5 0NS;

4. Complaints / Alternative Dispute Resolution

In the event that you are not satisfied with the goods or service you have received from us, or if you wish to contact the Company regarding any other matter, please contact our Customer Service Department using the contact details provided in the “Contacting Us” section of these Terms and Conditions.

If, having contacted our Customer Service Department, you are still dis-satisfied with the goods or service received from us, the Company does participate in an Alternative Dispute Resolution Scheme, as described in the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. Please ask our Customer Services Department for details.

GENERAL TERMS AND CONDITIONS OF SALE

5. Collect & Return Bookings and Online Bookings

5.1 Collection/Return

Specific dates may be booked via our website for our Collect & Return service. We only provide Regular, Deluxe or Super Deluxe bicycle services (the “**Services**” and each a “**Service** with our Collect & Return Service. However, we will be happy to undertake additional work on your bicycle with one of these services.

On booking we will take either:

- (1) a non-refundable £30.00 deposit to secure your booking; or
- (2) the full price of the relevant Service.

Whatever charge we take on booking will be deducted from the final cost.

You will receive a confirmation of your collection and return date and time slots (AM: 09:00 – 13:00 or PM: 14:00 – 18:00).

Our driver will also contact you on the collection/return date to confirm either an AM or PM collection/return approximately 2 hours prior to collection/return of your bicycle.

On arrival at the confirmed collection/return address our driver will contact you and will wait for 10 minutes. Please make sure you are prompt to leave your bicycle/collect your bicycle, otherwise the driver will need to leave to go to his next appointment.

Customers are advised to keep their mobile phone handy before their collection/return visit.

Special instructions and/or requests should be supplied

IMPORTANT INFORMATION REGARDING CANCELLATION OF ONLINE BOOKINGS

1. Cancellation prior to collection of your bicycle

We are a small business and as such it is very difficult to manage last minute cancellations. However, we do try to be flexible and will happily reschedule your appointment if you find you can no longer make your appointment, subject to the following:

- (a) You must give us 24 hours' notice:
 - ahead of your confirmed collect/return date if there are any times you cannot meet our driver;
 - 24 hours' notice if you intend to cancel/change your collect/return slot
- (b) If you are unable to meet our driver with your bicycle, please arrange for a colleague to do so instead and let us know.

If you do not attend the scheduled appointment without making an appropriate cancellation or alternative arrangement with havebike, havebike shall be entitled to retain:

- (a) Any deposit paid; and
- (b) fifty percent (50%) of the relevant advance payment and havebike shall refund to you the remaining fifty percent (50%) of such advance payment.

2. Cancellation following collection of your bicycle but prior to commencement of instructed work

Once we have collected your bicycle, you have the right to cancel at any time before the instructed work has commenced. However, havebike shall be entitled to retain:

- (a) any deposit paid; or
- (b) fifty percent (50%) of the relevant advance payment for the relevant Service. havebike shall refund to you the remaining fifty percent (50%) of such advance payment.

3. Cancellation following collection of your bicycle and commencement of instructed work

Where costs have been incurred you will only pay for the work completed or the cost incurred. Payment for costs incurred will be required prior to the return of your bicycle. Deposits will be refunded only if no costs have been incurred.

5.2 Bicycle Servicing & Technician Recommendations

Prior to carrying out your booked service, our technicians will undertake an assessment of your bicycle to determine the condition of your bicycle and may contact you to advise of any additional work that may be required and/or parts that may require replacing. **We will not undertake any additional work without your consent, however, if you chose not to follow our recommendations, we cannot guarantee that your bicycle will work as it should. We will however, do what we can to make your bike roadworthy.**

havebike will not be liable for any economic losses arising in any manner whatsoever out of any delays to, or complications with, the fulfilment of any booking for or arising out of any bicycle servicing, repair and or maintenance work you have asked us to undertake, provided that nothing in these terms limits or excludes havebike's liability for death or personal injury caused by its proven negligence.

6. Onsite servicing and bicycle roadworthy checks (MOTs) at your place of work

If we are visiting your place of work and you have booked either:

- (a) a free bicycle safety check (MOT); or
- (b) any bicycle servicing or repair work,

please ensure you arrive early (before 8.30am) on the scheduled date as we have to offer slots on a 'first come first service basis'.

6.1 Bicycle Safety Checks

We carry out a 104 check of your bicycle to check whether or not your bicycle is roadworthy. At the end of the check our technician will provide you with a report on the condition of your bicycle. No work is carried out to your bicycle without your consent. However, if you chose not to follow our recommendations and/or continue to use your bicycle which has failed the Bicycle Safety Check, you do so at your own risk.

6.2 Bicycle Servicing

Prior to carrying out any Tune-Up Service, Regular Service, Deluxe Service or Super Deluxe Service our technicians will undertake an assessment of your bicycle to determine the condition of your bicycle and may contact you to advise of any additional work that may be required and/or parts that may require replacing. **We will not undertake any additional work without your consent, however, if you chose not to follow our recommendations, we cannot guarantee that your bicycle will work as it should. We will however, do what we can to make your bike roadworthy.**

6.3 Stand Alone Repairs

We will not undertake a full assessment of your bicycle if you only ask us to undertake an individual/standalone repair(s) (i.e. anything that is not a Tune-Up Service, Regular Service, Deluxe Service or Super Deluxe Service). However, it may be necessary to undertake further work and/or replace additional parts as a result of a standalone repair. **We will not undertake any additional work without your consent, however, if you chose not to follow our recommendations, we cannot guarantee that your bicycle will work as it should. We will however, do what we can to make your bike roadworthy.**

6.4 Completion of work

We will endeavour to complete any work to your bicycle on the day of our service visit. However, there may be times when this is not possible. If that is the case we may need to return your bicycle to our workshop to complete the servicing and/or repairs and return it as soon as reasonably possible. If available, we will also offer you the use of a courtesy bicycle.

havebike will not be liable for any economic losses arising in any manner whatsoever out of any delays to, or complications with, the fulfilment of any booking for or arising out of any bicycle servicing, repair and or maintenance work you have asked us to undertake, provided that nothing in these terms limits or excludes havebike's liability for death or personal injury caused by its proven negligence.

IMPORTANT INFORMATION REGARDING CANCELLATION OF ONSITE SERVICING AND BICYCLE ROADWORTHY CHECKS (MOTS) AT YOUR PLACE OF WORK

1. Cancellation prior to the date of our service visit

We are a small business and as such it is very difficult to manage last minute cancellations. However, we do try to be flexible and will happily reschedule your appointment if you find you can no longer make your appointment, provided that you give us 24 hours' notice if you intend to cancel/change your service slot

If you do not attend the scheduled appointment without making an appropriate cancellation or alternative arrangement with havebike, havebike shall be entitled to retain:

- (c) Any deposit paid; or
- (d) fifty percent (50%) of the relevant advance payment and havebike shall refund to you the remaining fifty percent (50%) of such advance payment.

2. Cancellation following commencement of instructed work

Where costs have been incurred you will only pay for the work completed or the cost incurred. Payment for costs incurred will be required prior to the return of your bicycle. Deposits will be refunded only if no costs have been incurred.

7. Storage Charges & disposal of your bicycle

Under normal conditions, no storage charges will be applied, however, storage charges will be payable to havebike in relation to any abandoned bicycles or bicycles not collected from havebike for a period of 5 working days following completion of the work undertaken by havebike on such bicycle.

Storage charges will be payable at the rate of £10.00 per 24 hours.

havebike retains the right to dispose of any bicycle that has remained in our possession for more than 2 (two) months.

8. Payment

Payment in full is required on completion of any work undertaken to your bicycle and prior to the return of your bicycle.

9. Removed Parts

Removed parts will be disposed by havebike. Disposal will be in accordance with current environmental regulations and legislative requirements. A fee may be charged for this service.

10.Exchanges

Subject to your statutory rights (which shall not be affected by this provision), once fitted to your bicycle any parts fitted to your bicycle cannot be exchanged.

11.Refunds

Subject to your statutory rights (which shall not be affected by this provision), it is not possible to offer refunds after purchase for any parts that have been used on your bicycle. If you believe that a any part we have fitted is faulty, we will offer you the option of purchasing a replacement while the original part is sent to the manufacturer for analysis. If the manufacturer confirms that the product is faulty the cost of your replacement purchase will be refunded. We do however offer extensive guarantees on our work and parts (see separate section).

12.Updates

havebike reserves the right to add, remove or amend the terms and conditions contained in this site without prior notice.

Website Terms of Use

13.Point of Legal Contract Creation

Online Purchases

When you place an order and/or make a booking via the website to purchase services from, and/or to have goods fitted by, havebike, this constitutes an “offer”.

havebike will send you an e-mail confirming receipt of your order and containing the details of it (the “Order Confirmation”). This constitutes the “acceptance”, irrespective of whether any payment that has been taken previously by havebike.

In the event that havebike does not accept your offer and/or does not issue an Order Confirmation to you, havebike shall make a full refund of any payments made by you as part of the ordering process.

These terms are the only terms upon which havebike will contract with you for the purchase of its services through its website, They shall govern the contract to the entire exclusion of all other terms or conditions.

havebike retains the right to refuse to accept your order solely at its discretion. If there is concern that there is an attempt to place an order dishonestly, fraudulently, by impersonating someone else or by attempting to use payment details which have been stolen, we will make additional checks and if appropriate involve external authorities.

14.Use of Website Content

The contents of this website (including without limitation all website design, text graphics, the selection and arrangement thereof and all software compilations, source code, software and other material) are the copyright of havebike or its technology providers/ contributors. You may view this website and print or download any part(s) of it for personal, non-commercial purposes only. You must not modify, copy, publish, transmit, display, perform, distribute, reproduce, license, create derivative works from, transfer or sell any information or other content, goods or services obtained from this website without havebike's prior written consent.

15. Links to Third Party Websites

This website may contain links to websites operated by third parties other than havebike. Such links are provided for your reference only. havebike does not control such websites, and is not responsible for the contents of these websites. havebike's inclusion of links to any such websites does not imply any endorsement of the material on such websites. Any use of that site by you or any arrangements entered into by you with the owners of those websites is at your own risk.

16. Liability Disclaimer

All content provided on this website is for information purposes only and does not in any manner create a legal contract express or implied between havebike and you except only when agreed by havebike in relation to an order of goods and/ or services made by you through this website which is accepted by havebike.

Without limiting the foregoing, the information, software, goods, and services published on this website may include inaccuracies or typographical errors. Changes are periodically made to the information herein. havebike and/or its respective suppliers may make improvements and/or changes in this website at any time. havebike and/or its respective suppliers make no representations about the suitability of the information, software, goods and services contained on this website for any purpose. All information, software, goods, services and materials including text, graphics and are provided "as is" without warranty of any kind. To the extent permitted by law, havebike and/or its respective suppliers hereby disclaim all warranties and conditions with regard to such information, software, goods and services, including all implied warranties and conditions of fitness for a particular purpose, title and non-infringement. havebike does not warrant that the information available via this site is accurate, complete or current.

In no event shall havebike and/or its suppliers be liable for any of the following losses or damage (whether such damage or losses were foreseen, foreseeable, known or otherwise): (a) loss of data; (b) loss of revenue or anticipated profits; (c) loss of business; (d) loss of opportunity; (e) loss of goodwill or injury to reputation; (f) losses suffered by third parties; or (g) any direct, indirect, punitive, incidental, special exemplary or consequential damages arising out of or in any way connected with the use of this website or with the delay or inability to use this website, for any information, obtained through this website, or otherwise arising out of the use of this website, whether based on contract, tort, strict liability or otherwise provided that none of the foregoing and/ or nothing in these terms limits or excludes havebike's liability for death or personal injury caused by its proven negligence.

You warrant to havebike that you will not use this website for any purpose that is unlawful or prohibited by these terms, conditions, and notices. It is always recommended for you to run anti-virus program on all material downloaded from the internet.

17. Trademarks

All trademarks, service marks, and trade names that appear on this website are proprietary to Have Bike Partnership (UK) Limited, its Group companies, or other respective owners. Trademarks should not be copied without the prior written permission of havebike.

18. Governing Law and Jurisdiction

These terms are governed by and shall be interpreted in accordance with the laws of England. You hereby consent to the exclusive jurisdiction and venue of courts in England in all disputes arising out of or relating to the use of this website. Use of this website is unauthorised in any jurisdiction that does not give effect to all provisions of these terms and conditions.

19. Relationship of Parties and Third Party Rights

You agree that no joint venture, partnership, employment, or agency relationship exists between you and havebike as a result of the use of this website. Only you and havebike shall be entitled to enforce these Terms and Conditions. No third party shall be entitled to enforce any of the terms, whether by virtue of the Contracts (Rights of Third Parties) Act 1999 or otherwise.

20. Severance

If any part of these terms are determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of these terms shall continue in effect.

21. Entire Agreement

These terms are the only terms upon which havebike is prepared to deal with a purchaser through this website and they shall govern the contract arising from any order made through this website that is accepted by havebike to the entire exclusion of all other terms or conditions.

These terms constitute the entire agreement between the user and havebike with respect to the use of this website and they supersede all prior communications and proposals.

22. Pricing

Offers are for retail customers only.

All pricing on this website is in pounds sterling and is inclusive of UK Value Added Tax. Unless explicitly stated, the cost of fitting any parts purchased is **not** included in the price. The price of the goods and/or services shall be the price specified by havebike in the Order Confirmation issued to you.

Our website contains a large number of goods and services and it is always possible that, despite our best efforts, some of the goods and/ or services listed on this website are incorrectly priced. We verify the prices included in your order to us as part of our processing procedures so that, where goods and/or services are incorrectly priced we may, at our discretion, either contact you for your instructions in relation to your order or reject your order and notify you of such rejection.

havebike reserves the right, before the relevant contract is formed in accordance with these terms and conditions, to change the price of the goods.

23. Quotations and Additional Work

All quotations are valid for 7 days from the date of issue, unless they include a specific promotional offer which has an earlier expiry date. The expiry date of promotional offers will be clearly marked.

Once work has started you will be informed immediately of any additional work identified. A new printed quotation will be produced on request and work will only be carried out with your agreement.

24. Locale

Transactions may only be made through this website by residents of, and/or individuals, located in the United Kingdom.

All services ordered or booked on this website are either carried out at one of our workshops in the UK or by one of our mobile workshops at the location agreed by havebike in our Order Confirmation. Mobile fittings may not be available in some locations.

25. Approved Partner Sites

havebike may offer its customers using this website the choice of booking a visit into a non-havebike branded partner centre. We do this to add to the geographical coverage of our offering. In the event that we do offer the choice of booking a visit to a non-havebike branded partner centre:

- i. the centre will be clearly shown online as being an approved partner of havebike;
- ii. we shall ensure that the standard of service offered to customers in such partner centre is of the same high standard as in havebike branded outlets;
- iii. the contract concluded through this website as a result of you choosing to book a visit into a non-havebike branded partner centre will always be between you and havebike and any contact, or in the unlikely event of a complaint, should be directed to havebike as shown on this website; and
- iv. these terms and conditions will fully apply to all such contracts.

26. Disclaimer:

(a) Selection of the Correct Parts for your Bicycle (ordered via our website)

The fitting of bicycle components to your bicycle and ordered through our website will be subject to a visual inspection of your bicycle and parts prior to the work starting to confirm that you have selected the correct parts for your bicycle.

havebike undertakes reasonable steps to ensure the accuracy of the information on this website but due to the range and complexity of bicycle components and sizes fitted to bicycles during manufacture and in the aftermarket, we cannot guarantee the accuracy of this information and the results of the said applications on this website. havebike accepts no responsibility for, and excludes all liability for, any losses suffered as a result of any applications on this website that are used by you to select the bicycle components for your bicycle or by failing to provide the correct information for your bicycle.

havebike also accepts no responsibility for and excludes all liability for any losses suffered as a result of any of our customers selecting and/ or ordering from us the incorrect bicycle components (e.g.

provided that nothing in these terms limits or excludes havebike's liability for death or personal injury caused by its proven negligence.

Customers ordering bicycle components for fitment, either by one of our mobile units or at a havebike workshop, should verify the component specification currently fitted to their bicycle before placing their online order for components with us. In the event that the incorrect components are ordered on this website by a customer, havebike will use its normal business processes to source the correct components and reschedule the fitting appointment.

(b) Selection of the Correct Parts for your Bicycle (ordered via our website)

havebike may refuse to fit any bicycle components to your bicycle, if such components have not been ordered via havebike's website or supplied by it.

In the event havebike agrees to fit bicycle components supplied by you or a third party havebike accepts no responsibility for and excludes all liability for any losses suffered as a result of any of our customers selecting and/ or ordering from the incorrect bicycle components (e.g. provided that nothing in these terms limits or excludes havebike's liability for death or personal injury caused by its proven negligence.

When purchasing your bicycle components from third parties (including online retailers) please be very careful in your selection of bicycle components. You will remain liable for all charges/costs incurred in fitting of bicycle components supplied by you or a third party, even in the event that such components (in the reasonable opinion of havebike) are incompatible with your bicycle.

Guarantees

27. General Guarantee Conditions

The guarantees apply from the date of original purchase.

Guarantees are not transferable and only apply to the person who made the original purchase.

Please ensure you retain your invoice, as proof of purchase is necessary before work can be carried out under the guarantees.

All parts originally purchased at havebike are covered by these guarantees, however, parts failing as a result of improper use, criminal or malicious damage, fire, theft or where the parts have been used for racing, hire bicycles or (in the reasonable opinion of havebike) in an incorrect manner, are excluded.

If work is required to be carried out other than by havebike, approval must be obtained in advance from havebike Customer Service. The guarantee may be invalidated when parts are repaired by a garage or individual other than by havebike. havebike is not responsible for any part removed from the bicycle or adjusted by any person other than havebike.

These guarantees do not cover any defect caused by reasonable wear, tear or corrosion, or any costs incurred through loss of use. Manufacturer's conditions of sale apply to all goods sold.

Whilst we endeavour to pre-stretch new gear and brake cables, you may find that your gears and/or brakes may require additional adjustment following your service. Please see our website help section for details how to make these basic adjustments. Alternatively please contact us at info@havebike.co.uk and we will be happy to help.

These guarantees do not extend to any monetary or compensatory claim, in particular consequential or additional losses.

All havebike guarantees are in addition to your statutory rights.

28.Parts

All new parts/bicycle components are covered against manufacturing defects for one year from the date of purchase. The parts may have to be returned to manufacturer for inspection, in which case havebike will follow the standard procedure laid down by the relevant manufacturers.

Before any work can be carried out under guarantee, havebike will conduct a full inspection report. This guarantee will not be offered and will not subsequently apply if you do not authorise the fitting of all additional parts considered necessary for replacement to restore your braking system to its proper working condition.

29.Labour/Serviceing

All workmanship is guaranteed for a period of 3 months from the date of the work being undertaken.

30.How to Claim Under Your Guarantee

Take your bicycle or bicycle component to any havebike workshop together with your guarantee, your original receipt and any other paperwork provided to you. Please be sure to keep your original paperwork safe as a failure to produce this could impact on your ability to claim.

Data Protection

31.Data Protection - General

havebike is conscious that you trust us with your private information which is necessary to process your order. Other than where stated within these Terms and Conditions and with our chosen payment card service provider, you have our assurance that your information will not be shared with other organisations outside the havebike Group, unless those organisations are working on behalf of havebike or we are compelled to do so by law.

Have Bike Partnership (UK) Limited is fully registered within the terms of the Data Protection Act in the United Kingdom. Our registration number is ZA054170.

32.Customer Surveys / Other Goods & Services

havebike's commitment to improving customer service includes our Customer Survey Team (operated on behalf of havebike by a selected independent company) telephoning a number of customers each day to ask about the standard of service they have received. During this call, the Team may also draw your attention to selected goods or services offered by that company.

havebike may also contact you to advise of havebike goods and services that may be of interest to you.

If you do not wish to receive such calls, please let us know, giving your full name and address and the havebike invoice reference number:

- E-mail info@havebike.co.uk;
- call the havebike Customer Helpline on 0333 050 9287;

- write to havebike Customer Service, Arch 245a 248 John Ruskin Street, London, England, SE5 0NS.

33. Your Data Protection Rights

Individuals may obtain details of their own data which is held and/ or processed by havebike. For details of how to obtain such details, for which a charge will be made, please contact Customer Service.

34. Unsubscribing

If you prefer that we do not contact you with further havebike information or disclose any non-public personal information about you to any non-affiliated third parties, other than required by law, you may opt out.

To opt out, please either:

- E-mail info@havebike.co.uk;
- call the havebike Customer Helpline on 0333 050 9287;
- write to havebike Customer Service, Arch 245a 248 John Ruskin Street, London, England, SE5 0NS.

Please include your name, address, and other identification information and any other applicable information. Your request will apply to any of the information we have obtained in any transaction.

It may take between 48 - 72 hours from the time we receive your request to opt-out and to remove you from our database. Please be aware that you may still receive offers during the period that your request is being processed.

[Privacy and Cookie Policy](#)

35. Privacy and Cookie Policy

havebike takes your privacy seriously and understands that privacy concerns are extremely important to our customers. We would like to assure you that we are committed to protecting your personal privacy and for that reason havebike has created this Privacy Policy. We shall always process your personal information in accordance with the law.

36. Unsolicited E-mail

If you believe you have received unsolicited commercial email please forward the email you received in its entirety to: info@havebike.co.uk

a. What This Privacy Policy Covers

This Policy covers how havebike treats personal information that it collects and receives, including information related to your use of havebike goods and services. Personal information is information you provide about yourself that is personally identifiable like your name, address, email address, or phone number and that is not otherwise publicly available. This Policy does not apply to the practices or the content of websites of companies that havebike links to or does not own or control.

b. Information We Collect

As we sell, service and install goods with safety implications, we need to hold your contact details in the event that we need to inform you of a product or service recall.

Additionally, in order to ensure that consumers get the very best service; havebike collects demographic information, web pages visited and other consumer-volunteered information from sources such as forms, survey information and/or site registrations. havebike's request forms may require users to give us information such as your name, address, phone number, e-mail address, certain financial and credit-related information.

The information you provide to havebike also helps havebike in the development or referral of goods and services that we believe will meet the continuing needs of our customers. Collected information is used to improve the content of our website, customise the content and/ or layout of our website for individual users, and to contact users for marketing purposes as well as this information is used to route requests to our auto dealer network, fulfilment and marketing partners.

havebike automatically receives and records information on our server logs from your browser, including your IP address, havebike cookie information, and the page you request. havebike uses information for the following general purposes:

- to customise content you see;
- fulfill your requests for goods and services;
- improve our services;
- contact you;
- conduct research, and
- provide anonymous reporting for internal and external clients.

c. Information We Share With Others

havebike may use third parties to assist with the provision of goods and/or services which are purchased and/or booked through this website. havebike may need to forward certain of your personal information to such third parties for the purpose of providing such goods and/ or services only.

havebike may decide to share your personal information with trusted marketing partners within the havebike group of companies, who work on behalf of or with havebike under confidentiality agreements. These companies may use your personal information to help havebike communicate with you about offers from havebike or to inform you about their goods and services.

Occasionally, when havebike is not able to directly fulfill your request, we may forward your request for information to another reputable partner. In those cases where havebike decides to share your information with marketing partners, these companies do not have any independent right to share this information with any other parties.

havebike also responds to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims and when we believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, violations of havebike terms of use, or as otherwise required by law.

Once it is received in the havebike database, all information, including your name, e-mail address, home address, financial and credit information is, when necessary for the purposes of processing your order, passed on to our banking, dealer, fulfillment and marketing partners and affiliates for the execution of the order, service or request. Once one of these entities receives this information, it becomes the subject to their respective privacy policy, in addition to havebike's. Our partners use this information to process your order or request and to provide valuable services. Any request to opt out of future partner communications must be made directly to the partner.

d. Third Party Websites

Except as otherwise expressly included in this Privacy Policy, this document only addresses the use and disclosure of information we collect from you. havebike may offer you the opportunity to purchase goods and or services from third party websites. In the event that you agree to be transferred to such third party websites, you will become subject to the security and privacy policies that are posted on such websites once you are transferred to them. If you disclose your information to dealers or other parties that you are placed in contact with through our site or other sites throughout the Internet, different privacy policies may apply to their use or disclosure of the information you disclose to them. Since havebike does not control the privacy policies of third parties, you are subject to the privacy policies of that third party and we encourage you to read their privacy policies or ask questions before you disclose your personal information to others.

e. Children's Guidelines

Although this site is intended for the use of adults, and is not of likely interest to children, the forms on this site are capable of collecting online contact information from children who furnish it without prior parental consent or parental notification. Upon discovery and/ or notification of any information supplied to havebike by children, havebike shall delete such information held by it.

37. Cookies

Use of Cookies

Cookies are small text files that are placed on your computer by websites when you visit them. They are widely used in order to make websites work, or work more efficiently, as well as provide information to the owners of the site.

The cookies we use are essential for parts of the site to operate, in particular our quotation system. You may delete and block all cookies from our sites, but parts of the site will not function correctly. If you choose to turn cookies on, remember to sign off when you finish using a shared computer.

All our cookies have a life that spans only the length of your session with our website, sometimes shorter, in particular if you are using one of our booking engines. If you close your browser and leave our site all cookies expire with the exception of the cookie named "Your Cookie Settings" which has a life span of 365 days and necessary to store your cookie settings for this site.

Cookie Categories

The cookies used on this website have been categorised using best practice. A list of all the cookies categories used on this website can be found at www.kwik-fit.com/cookies.asp and is set out in the list below.

- Strictly Necessary

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies services you have asked for, like shopping baskets or e-billing, cannot be provided.

- Functional

These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. For instance, a website may be able to provide you with local weather reports or traffic news by storing in a cookie the region in which you are currently located. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

- Performance

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. They are only used to improve how a website works.

- Targeting

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

Additional Cookie Categories

- Third Party

When you visit a site you may notice some cookies that aren't related to that site. If you go on to a web page that contains external content, for example from Google Maps, you may be sent cookies from these websites. The original site does not control the setting of these cookies, so it is suggested you check the third-party websites for more information about their cookies and how to manage them.

- Flash Cookies

Adobe Flash Player used for videos uses Flash cookies (also known as Local Shared Objects) to help improve your experience as a user. Flash cookies are stored on your device in much the same way as usual cookies, but they're managed differently by your browser.

If you wish to disable or delete a Flash cookie, see Adobe Flashplayer Security Settings (opens in a new window). Please note that if you disable Flash cookies for a site you will be unable to access certain types of content on the site, such as videos.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, please visit www.allaboutcookies.org.

38.Security

havebike understands the importance of the security of your data. When applicable, we use the latest SSL (Secure Socket Layer) encryption technology to protect sensitive personal or financial information during transmission. This allows your personal information to be submitted in a secure environment while reaching the intended parties. An SSL-capable web browser is needed to support this encryption technology.

39.Online Payment Security

havebike treats the security of your personal and payment details with paramount importance. We provide protection in a number of ways:

- When you transact with us online your details are encrypted between your web browser and our server.
- Our security certificate is provided by Cloudflare. Our certificate has a 2,048 bit public encryption key. This is frequently referred to as an SSL256 byte certificate.
- We use Stripe as our payment gateway for the secure authorisation and processing of your credit or debit card payments.
- havebike does not store your payment card information on our servers, nor do any havebike personnel have access to your card information.
- In addition to Stripe's usual authorisation procedures, the UK clearing banks are gradually introducing a system called 3D Secure to provide additional consumer protection. 3D Secure is the latest and most effective means of protecting you against fraud.

40.Acceptance of Our Privacy Policy Terms

By using this site and providing us with your information, you agree to the havebike Privacy Policy. If you do not agree to this Policy, please do not use our site. We reserve the right, at our discretion, to change, modify, add, or remove portions of this Policy at any time. Please check this page frequently for changes. Your continued use of the havebike site means you accept those changes. You can e-mail us with any further questions you may have.

41.Additional Information

Requests for additional information on our Privacy and Data Protection policies can be made to Customer Service, Arch 245a 248 John Ruskin Street, London, England, SE5 0NS.