

Privacy Policy

Dear customers,

In order to protect your personal data and the fact that from May 25, 2018, Regulation 2016/679 (GDPR) of the European Parliament and of the Council (EU) of 20 April 2016, we would like to inform you , that Eljoy Ltd. has adapted the rules for the processing of your personal data and the latter will be processed in accordance with the GDPR.

With this document on behalf of Eljoy Ltd. we aim to further inform you and explain what personal data we collect, why we collect them and with whom of our trusted partners, administrative and regulatory bodies we share this information. We also aim to advise you of your rights regarding how to access, change or delete your personal data. Detailed information on applicable procedures can be found in the **PRIVACY POLICY that you can find on the following link: **[Link to the Privacy Policy of the website](#)**. Additional information about Eljoy Ltd can be found on our official website www.smiler.bike. Eljoy Ltd is a **legal entity** with a unique identification code in the Commercial Register at the Registry Agency, registered at: Varna, Ivan Vazov Str. 43. It is a bicycle sharing company that needs your personal data to properly deliver high-quality service and support.**

We collect only the data necessary to provide the services you have ordered. This personal data includes: - a name; - a family name; - personal identification number; - address; - e-mail address; - phone number; -; - certain details of the payment cards you use, Where available data is not sufficient for identification, we also process such data as ID card number, date and place of issue and validity. When a customer uses our bicycles, we collect the following data: bicycle location, distance traveled, date, time and duration of bicycle use, unlocking and locking time, when you started using the bicycle, charge, date of the obligations amount of obligations, date of commitment, deadline, date of payment), information allowing the determination of the parking time of the bicycle.

Why do we need this information?

We need your personal data in order to: - register and record customers; - concluding, administering and executing contracts; - Notification to the client - Provision of high quality bicycle rental

services; We only collect from you the data required to meet the above purposes and we will not collect from you personal data that is not necessary for the rental service or for other purposes.

What do we do with your data ?

The legal bases for the processing of the data are Article 6 (1) (b) (processing necessary for the performance of a contract) and Article 6 (1) (c) (processing necessary to fulfill a legal obligation) of the General Protection Regulation of EU data. You have the right to withdraw your consent at any time, without objections to the lawfulness of the consent-based processing prior to its withdrawal.

Period of storing your data?

We store your personal data for 3 years from the date of termination of the contract or the date of repayment of the obligation, whichever comes later, after which the data will be destroyed. If your account is inactive, the data is stored for 3 years from the date of the last login to the mobile application or smiler.bike

What else we would like to do with your personal data?

Along with the above, we would like to use your name, surname, e-mail, phone number to send news and suggestions. The above information will not be shared with others or processed for other purposes, and you may refuse to receive newsletters at any time by clicking on the link in the emails sent by us. Your data used by us for direct marketing purposes will also be retained until you notify us that you no longer wish to receive such information or three years from the date of your last login to our service system. If you agree your data to be processed by us for direct marketing purposes, we ask that you acknowledge your consent to direct marketing for direct marketing purposes at the time of registration, or log in to your personal account and select a notification function from Eljoj Ltd..

What are your rights?

If you believe that the information about you that we process is false, you may request access to or correction of this information. In addition, you

have the right to ask us to delete the data we have (right to be forgotten) without undue delay. If you would like to file a complaint relating to the processing of your data by us, you can contact us via e-mail to the person responsible for personal data protection who will investigate the problem at the following email address: info@smiler.bike. If you are not satisfied with our response or you consider that we process your personal data in violation of the legal requirements, you may file a complaint with the Personal Data Protection Commission of the Republic of Bulgaria. For more information visit: [Link to the Privacy Policy of the website](#)

By continuing to use the services of smiler.bike, we will assume that you have agreed that your personal data is processed by in accordance with the above.