

Privacy & Data Policy

How CEMOTORIDE collects, uses, discloses and safeguards personal information.

Last updated: December 28, 2025

“ **Governing source:** CEMOTORIDE operates the website and online store. If there is any conflict between this Privacy Policy and the Terms of Service, **this Privacy Policy governs matters related to personal data.**

Overview

CEMOTORIDE operates this website and online store, including all related content, features, tools, products and services (the "Services"). CEMOTORIDE is a **consumer-direct electric bike brand** supported by an experienced manufacturing and operations team.

By using the Services, you acknowledge that you have read and understood this Privacy Policy.

1. Personal information we collect

"Personal Information" refers to data that identifies or can reasonably be linked to an individual.

Category	Examples
Contact information	Name, address, phone number, email
Billing and payment information	Processed securely via Shopify and payment providers
Account information	Login credentials and preferences
Order and transaction data	Purchase history, order details
Customer support communications	Emails, contact form submissions, SMS
Device and network information	IP address, browser type
Website usage data	Pages viewed, interactions

2. Sources of personal information

- **You directly** — when placing orders or contacting CEMOTO
 - **Automated technologies** — such as cookies and analytics tools
 - **Service providers and partners**
 - **Authorized third-party platforms**
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3. How personal information is used

- Process orders and payments
 - Manage customer accounts
 - Provide shipping, returns and warranty services
 - Improve website performance and user experience
 - Deliver marketing and promotional communications
 - Prevent fraud and unauthorized access
 - Comply with legal obligations
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4. Disclosure of personal information

Information may be shared with:

- **Shopify** and authorized service providers
 - Payment processors and logistics partners
 - Marketing and advertising platforms
 - Legal authorities when required by law
 - Affiliated business entities
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CEMOTORIDE does not sell personal information for monetary consideration.

5. Relationship with Shopify

The Services are hosted on **Shopify**, which processes personal information in accordance with its own privacy standards.

Information submitted through the website may be stored or processed in jurisdictions outside your country of residence.

For more information: privacy.shopify.com

6. Third-party links

The website may contain links to third-party platforms. CEMOTORIDE is **not responsible** for their privacy practices. Review their policies before sharing personal data.

7. Children's privacy

The Services are **not intended for children under the age of majority**. CEMOTORIDE does not knowingly collect personal data from minors. If such data is identified, it will be promptly deleted.

“ **Relevant for CEMOTO's teen market:** the D-series is marketed for teens and adults. Where a rider is a minor, an adult should manage orders, accounts and any warranty registration on their behalf.

8. Data security and retention

- CEMOTORIDE implements **reasonable technical and administrative safeguards** to protect information.
 - However, **no system is completely secure**, and absolute security cannot be guaranteed.
 - Personal information is retained **only as long as necessary** for business and legal purposes.
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9. Your rights and choices

Depending on your location, you may have rights to:

- **Access** your personal information
- Request **correction or deletion**
- Request **data portability**
- **Opt out of targeted advertising**
- **Restrict or object** to certain processing

You may exercise these rights by contacting CEMOTORIDE.

Data sharing opt-out

CEMOTO provides a dedicated **data sharing opt-out** page for customers who wish to exercise their right to opt out of the sharing of personal information.

Opt out here: cemotoride.com/pages/data-sharing-opt-out

This is the mechanism for exercising the "opt out of targeted advertising / sharing" right described in section 9 above.

Data deletion

CEMOTO provides a dedicated **data deletion** request page for customers who wish to have their personal information deleted.

Request deletion here: cemotoride.com/pages/data-deletion

You may also contact CEMOTO directly to request correction or deletion of your personal information.

“ **Note:** deletion requests may be limited where CEMOTO is required to retain records for legal, tax, warranty or fraud-prevention purposes. Order and warranty records may need to be retained for the duration of the applicable warranty period.

SMS and marketing communications

Where you provide a phone number and consent to receive SMS messages:

- You consent to receive text messages from CEMOTORIDE regarding **product inquiries and customer support**
- **Message frequency may vary**
- You can **opt out at any time by replying STOP**
- **Message and data rates may apply**
- For help, contact support@cemotoride.com

Contact

For privacy-related questions or to exercise your rights:

Email: support@cemotoride.com

Related pages

- [Privacy Policy \(external\)](#) — the governing text on cemotoride.com
- [Payment Policy](#)
- [Contact & Support](#)
- [Policies Overview](#)

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