



# Privacy Policy

**Effective Date:** 10JUN2025

**Business Name:** Thomas Scott Cycles

**Principal Office:** 5058 Watersail Way, Lake Wylie, SC  
29710

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## 1. Introduction

Thomas Scott Cycles (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our store or website, make a purchase, or interact with us through digital or physical means.

By using our services, you agree to the practices described in this policy.

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## 2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, billing and shipping address, and payment details (processed through secure third-party systems).
  - **Device Information:** IP address, browser type, and device ID if using our website.
  - **Service Information:** Bike model and serial number, service history, purchase history.
  - **Communication Preferences:** When you sign up for newsletters or promotions.
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## 3. How We Use Your Information

We use your information to:

- Process orders, service requests, and payments
- Provide updates on repairs or order status
- Communicate promotions, offers, and events (only if you opt in)



- Improve customer service and website experience
  - Maintain records for warranty or legal compliance
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#### 4. How We Share Your Information

We do **not** sell or rent your personal information. We may share your data with:

- **Payment processors** (e.g., Square, Stripe) to complete transactions
- **Shipping providers** (e.g., USPS, UPS) to deliver products
- **Service providers** helping manage our website or marketing tools
- **Law enforcement** if required by law or to protect our rights

All third parties are required to handle your data securely and lawfully.

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#### 5. Your Choices and Rights

You may:

- Request access to your personal data
- Ask us to correct or delete your data
- Opt out of promotional emails at any time by clicking “unsubscribe” in the email footer

To make a privacy request, email us at [thomasscottcycles@outlook.com](mailto:thomasscottcycles@outlook.com)

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#### 6. Data Retention

We retain your personal information only as long as necessary for business, tax, or legal purposes. Service records are typically retained for 3 years.

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#### 7. Security

We take reasonable measures to protect your information using encryption, secure payment gateways, and access controls. However, no method of transmission over the internet is 100% secure.



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## 8. Cookies and Tracking

Our website may use cookies or analytics tools (like Google and Facebook Analytics) to improve your browsing experience. You can disable cookies in your browser settings.

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## 9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their content or privacy practices. Please review their policies separately.

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## 10. Changes to This Policy


We may update this policy from time to time. The revised version will be posted with an updated effective date. Continued use of our services after changes indicates your acceptance.

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## 11. Contact Us

For questions or requests regarding this Privacy Policy:

 **Thomas Scott Cycles**

 (803) 752 - 4662

 [thomasscottcycles@outlook.com](mailto:thomasscottcycles@outlook.com)