



## PRIVACY POLICY – JUNGLE BIKE

*Last updated: 28/09/2026*

*This translation is provided for information purposes. In the event of any discrepancy, the French version prevails.*

### Key points

- We use your data to put you in contact with a repairer and to manage your appointments, your payments and our services.
- The repairer you choose only receives what is useful for the job.
- We never sell your data.
- Your data is hosted in France, by OVHcloud.
- You can access, correct or delete your data at any time by writing to [legal@junglebike.fr](mailto:legal@junglebike.fr).

At Jungle Bike, we put cyclists in contact with bicycle and scooter repairers. To do this, we need certain personal data. This policy explains simply what data we use, why, who we share it with and how to exercise your rights.

It applies to people who use the Jungle Bike Platform (website and application): cyclists who book appointments ("**Customers**"), repair professionals registered on the Platform ("**Repairers**", called "Subscribers" in our General Terms and Conditions of Sale), users of the Jungle Bike Fleet offer and ordinary visitors.

We apply the General Data Protection Regulation ("**GDPR**"), the French Data Protection Act (Loi Informatique et Libertés) and, for people located in Switzerland, the Federal Act on Data Protection ("**FADP**").

### 1. Who is responsible for your data?

The controller is JungleBike SAS, whose registered office is located at 254 rue Vendôme, 69003 Lyon, France, registered with the Lyon Trade and Companies Register under number 892 455 734 ("**Jungle Bike**" or "**we**").

Depending on the situation, our role is not always the same:

- **Jungle Bike alone** decides how your data is used for managing your account, operating and securing the Platform, invoicing our services and our communications. We are then the sole controller.
- **Jungle Bike and the Repairer together** are joint controllers for managing appointments, Reviews and online payments. In this case, Jungle Bike is your single point of contact for any question or request relating to your data. On request, we will provide you with the essence of the allocation of roles between Jungle Bike and the Repairers.
- **The Repairer alone** is responsible for the data it records in its own customer file using our tools (for example its notes, or the emails it sends you). Jungle Bike then acts solely on its behalf, as a processor. You can contact the Repairer directly, or us: we will forward your request to it.



## 2. What data do we use and where does it come from?

### 2.1. Data you give us

- **If you are a Customer:** surname, first name, email, telephone, address (for example for a home visit), information about your bicycle or scooter (brand, model, serial number, photos, maintenance and repair history), your appointments, your Reviews and your exchanges with us.
- **If you are a Repairer:** identity and contact details of the business and its representative, documents requested at registration (identity document, company registration extract, insurance certificate, diplomas or evidence of experience), information published on your page, calendar, prices, parts orders, invoices and exchanges with us.

### 2.2. Data we receive from third parties

- **The Repairer** may create your customer record or your bicycle record when you visit its workshop, even if you do not have a Jungle Bike account.
- **Your employer or your fleet manager**, if you use a bicycle under the Jungle Bike Fleet offer, may send us your name, contact details and information about the bicycle entrusted to you.
- **Stripe**, our payment provider, informs us of the status of your payments. We never receive your full bank card number.

### 2.3. Data collected automatically

When you use the Platform, we collect technical data (IP address, device type, connection logs, pages viewed), in particular by means of cookies. To find out more, please see our Cookie Policy.

Some data is essential for using our services (for example, your email to create an account). It is indicated at the time of collection. If you do not provide it, some features will not be available.

## 3. Why do we use your data and how long do we keep it?

The table below shows, for each use, the data concerned, the legal basis that allows us to use it and the retention period. At the end of these periods, the data is deleted or anonymised.

| Why?                                                                 | What data?                                                                                        | Legal basis                                                                    | Retention period                                                                               |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| <b>Create and manage your account</b>                                | Identity, contact details, login, password (encrypted), language, country                         | Performance of the contract                                                    | As long as the account is active, then 3 years after your last activity                        |
| <b>Book, manage and remind you of your appointments</b>              | Appointments, chosen Repairer, service, bicycle information, service address                      | Performance of the contract                                                    | As long as the account is active, then 3 years after the last job                              |
| <b>Pay for your services online</b>                                  | Amount, date and status of the payment, last 4 digits of the card                                 | Performance of the contract                                                    | 5 years for transaction data; 10 years for Jungle Bike's accounting records (legal obligation) |
| <b>Invoice our services to Repairers (subscription, commissions)</b> | Business identity, contact details, VAT number, invoices, direct debit mandate                    | Performance of the contract and legal obligation                               | 10 years from the end of the financial year                                                    |
| <b>Verify the identity and reliability of Repairers</b>              | Representative's identity document, company registration extract, insurance certificate, diplomas | Legal obligation and legitimate interest (reliability of the Repairer network) | Duration of the relationship, then 5 years                                                     |

| Why?                                                             | What data?                                                                 | Legal basis                                                                           | Retention period                                                                                     |
|------------------------------------------------------------------|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b>Publish verified Reviews</b>                                  | Review, rating, date of the service, first name and initial of the surname | Legitimate interest (informing future Customers)                                      | As long as the Review is online; if you delete your account, the Review is kept in anonymised form   |
| <b>Manage parts orders and Smart Cart (Repairers)</b>            | Orders, baskets, suppliers, prices                                         | Performance of the contract                                                           | Duration of the relationship, then 5 years                                                           |
| <b>Answer your customer service requests</b>                     | Contact details, content of the request and exchanges                      | Performance of the contract and legitimate interest                                   | 3 years after the last exchange                                                                      |
| <b>Send you offers and news</b>                                  | Email, telephone, preferences                                              | Consent for individuals; legitimate interest for existing customers and professionals | 3 years after your last contact, or until you unsubscribe                                            |
| <b>Improve the Platform and our tools (statistics, AI tools)</b> | Usage data, aggregated or anonymised                                       | Legitimate interest                                                                   | 13 months maximum, then anonymisation                                                                |
| <b>Ensure security and prevent fraud</b>                         | Connection logs, IP address, technical data                                | Legitimate interest and legal obligation                                              | 1 year                                                                                               |
| <b>Handle your requests to exercise your rights</b>              | Identity, content of the request, answer given                             | Legal obligation                                                                      | 5 years after the answer (any copy of an identity document is deleted once verification is complete) |

For Repairers, after the account is closed (see Article 19 of the GTC), the data is no longer visible on the Platform: it is only archived for the periods indicated above.

We may keep certain data for longer where required by law or to establish or defend our rights in the event of a dispute, within the limits of the limitation periods.

#### 4. Who do we share your data with?

Your data is only accessible to the people who need it, and we never sell it. It may be shared:

- **with the Repairer** with whom you book an appointment, to carry out the service (your contact details, the appointment and information about your bicycle);
- **with Stripe**, for online payments and identity verification of Repairers. Stripe also processes certain data on its own behalf (for example to combat fraud), in accordance with its own privacy policy;
- **with our technical service providers** (hosting, sending emails, customer service, audience measurement), who act only on our instructions and are bound by confidentiality. The list of our service providers is available on request;
- **with parts suppliers** (wholesalers, distributors, manufacturers), for orders placed by Repairers;
- **with the fleet manager**, for users of the Jungle Bike Fleet offer, as regards the follow-up of work on the bicycles entrusted to them;
- **with the authorities** (administrative or judicial), where required by law;
- **with a buyer**, in the event of a merger, acquisition or sale of all or part of our business. You will be informed.



## 5. Where is your data hosted?

Your data is hosted in France by OVHcloud.

Some service providers, such as Stripe, may transfer data outside the European Union or Switzerland, in particular to the United States. These transfers are governed by an adequacy decision of the European Commission (or of the Swiss Federal Council) or, failing that, by the European Commission's standard contractual clauses.

## 6. Artificial intelligence tools

Jungle Bike offers Repairers tools based on artificial intelligence, for example to help with diagnosis, check parts compatibility or put together an order at the best price (Smart Cart).

These tools do not make any automated decision producing legal effects concerning you or significantly affecting you: they assist the Repairer, who keeps the decision. To improve them, we use aggregated or anonymised data. These tools are developed and operated by Jungle Bike, without using any external artificial intelligence provider.

## 7. How do we protect your data?

We implement technical and organisational measures appropriate to the risks: access control, password encryption, secure data exchanges and awareness training for our team. Our service providers are subject to the same requirements. In the event of a data breach presenting a risk to you, we will inform you in accordance with the law.

## 8. What are your rights?

You have the following rights over your data:

- **access**: find out what data we hold about you and obtain a copy;
- **rectification**: have inaccurate or incomplete data corrected;
- **erasure**: request the deletion of your data, within the limits provided by law;
- **restriction**: request that the use of your data be temporarily frozen;
- **portability**: receive the data you have provided to us in a readable and reusable format;
- **objection**: object to the use of your data based on our legitimate interest, and at any time to direct marketing;
- **withdrawal of consent**: withdraw your consent at any time, for example by unsubscribing from our emails via the link provided;
- **instructions after death** (France): decide what happens to your data after your death.

To exercise your rights, write to us at the address indicated in section 10. We reply within one month, which may be extended by two months for complex requests. If we have reasonable doubts about your identity, we may ask you for proof.

If you consider that your rights have not been respected, you can lodge a complaint with the data protection authority of your country: the CNIL in France ([www.cnil.fr](http://www.cnil.fr)), the Data Protection Authority in Belgium, the CNPD in Luxembourg, the Autoriteit Persoonsgegevens in the Netherlands, the competent authority of the Land in Germany, or the Federal Data Protection and Information Commissioner (FDPIC) in Switzerland.



## **9. Changes to this policy**

We may update this policy to reflect changes in our services or in the regulations. In the event of a significant change, we will inform you by email or on the Platform before it takes effect. The date of the last update appears at the top of this document.

## **10. Contact us**

For any question about your data or to exercise your rights, you can write to us:

- by email: [legal@junglebike.fr](mailto:legal@junglebike.fr);
- by post: JungleBike SAS, Data Protection, 254 rue Vendôme, 69003 Lyon, France.