

RideHQ App Privacy Policy

Effective date: 4 March 2026

Data Controller: RideHQ Systems LTD (“RideHQ”, “we”, “us”)

Address: 167-169 Great Portland Street, 5th Floor, London, W1W 5PF, United Kingdom

Email: support@ridehqmx.net

This Privacy Policy explains how we collect, use, share, and protect personal data when you use the **RideHQ mobile application** (the “App”) and related backend services.

This policy is for the App only (not the Shopify store).

1) What we collect

A. Information you provide

Account information

- Name (or display name)
- Email address
- Login credentials or authentication tokens (depending on login method)

Motocross data you choose to enter

- Bike/garage details
- Maintenance logs and service intervals
- Ride/lap data and riding metrics
- Track information you select
- Suspension settings
- Inventory items
- Notes and planner entries

Support

- Content of messages you send to support and details you choose to include (plus basic metadata such as time and app/device version)

No photos or file uploads: the App does not collect photos or file uploads.

B. Information collected automatically

Device and app information

- Device model, operating system version, app version
- Language and time zone

- Technical identifiers needed for basic functionality and troubleshooting

Diagnostics

- Crash/error reports and performance diagnostics via **Sentry** (to identify and fix issues)

C. Push notifications (optional)

If you enable push notifications, we process:

- **Expo push tokens** (and related routing identifiers) required to deliver notifications to your device/app installation
You can disable notifications at any time in your device settings.

D. Track weather (Open-Meteo)

The App **does not request GPS permissions**. Weather is based only on the **track/location you select** in the App.

To show a forecast, we process and transmit to the weather provider:

- The selected track/location (and/or its coordinates) and forecast parameters needed to retrieve weather data.

E. Subscriptions (if you subscribe)

If you purchase a subscription in the App:

- Payments are handled by Apple/Google. We do **not** store full payment card details.
- We process subscription status/entitlements to unlock premium features (and may use **RevenueCat** to manage entitlements).

2) How we use your data

We use your data to:

- Create and manage your account
- Provide core App features and store/sync your motocross data
- Provide offline-first functionality (store data on your device and sync when online)
- Deliver push notifications you enable
- Display track-based weather forecasts for the track/location you select
- Generate AI-powered insights (if you use AI features)
- Provide customer support and respond to enquiries
- Monitor, diagnose, and fix issues (crash/performance monitoring)
- Protect the App and users from abuse, fraud, and security incidents
- Comply with legal obligations where applicable

3) Lawful bases (UK GDPR)

We process personal data under one or more of these lawful bases:

- **Contract:** to provide the App, your account, syncing, subscriptions, and the features you use
 - **Legitimate interests:** to secure and improve the App, prevent abuse, and operate the service reliably (including diagnostics)
 - **Consent:** where required (e.g., push notification permission managed via your device settings; marketing if you opt in)
 - **Legal obligation:** where we must retain or disclose information required by law
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4) Where data is stored and processed

RideHQ is an offline-first app:

- Your motocross data is stored **locally on your device** for offline use
- When online, data can be synced to our backend services linked to your account

We use these providers to operate the App:

- **Supabase (eu-west-1 / Ireland):** authentication and cloud database for account and synced App data
- **Render:** hosting for RideHQ backend services/APIs
- **Sentry:** crash/error monitoring and diagnostics
- **Expo (Push Notifications):** push notification delivery infrastructure (token-based)
- **Open-Meteo:** track-based weather forecast API
- **OpenAI:** AI inference services for generating App insights (only when AI features are used)
- **RevenueCat:** subscription/entitlement management (if enabled)

Apple and Google also provide platform reporting tools (App Store Connect / Play Console) used to review high-level distribution/performance metrics.

5) AI features (OpenAI)

If you use AI-powered insights/suggestions, we send **only what's needed** to generate the output, which can include:

- Your prompt/request

- Relevant motocross context from your account (e.g., maintenance status, inventory status, ride metrics, selected track)

We aim to minimise personal identifiers sent for AI processing. Do not include sensitive personal information in free-text fields intended for AI outputs.

AI outputs (insights) may be stored in your account as part of the App experience.

6) Weather features (Open-Meteo)

Weather requests are based only on the **track/location you select** (not device GPS). Depending on implementation, requests may be made:

- from your device directly to the weather provider, or
- via our backend service.

(If requests are made directly from your device, the weather provider may receive your device IP address as part of standard internet communications.)

7) Subscriptions (RevenueCat + App Stores)

If subscriptions are enabled:

- Apple/Google process the payment.
- We (and **RevenueCat**) process purchase validation and entitlement status.

Data involved can include:

- Internal app user identifier
 - Product identifiers and entitlement status
 - Purchase/renewal events and timestamps
 - Device/app identifiers used for purchase validation and anti-fraud
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8) Who we share data with

We share personal data only as necessary to provide the App:

- **Supabase, Render, Sentry, Expo, Open-Meteo, OpenAI, RevenueCat** (to provide hosting, syncing, diagnostics, notifications, weather forecasts, AI insights, and subscription entitlements)
- **Apple and Google** (for app distribution, subscription processing, and platform reporting)

- **Legal/safety disclosures** where required by law or to protect users and RideHQ

We do not sell your personal data.

9) International transfers

Some providers may process data outside the UK. Where data is transferred internationally, we use appropriate safeguards required by applicable law.

10) Data retention

We keep personal data only as long as necessary for the purposes described:

- **Account + synced App data:** retained while your account is active.
 - **Account deletion:** on request, we delete or anonymise your account data within a reasonable period (typically within **30 days**), unless retention is required for legal, security, or fraud-prevention purposes.
 - **Backups:** may persist for a limited period (commonly up to **90 days**) before being overwritten.
 - **Support communications:** typically retained up to **24 months** for continuity and service improvement.
 - **Subscription/entitlement records:** retained as needed to manage access and prevent fraud, and to comply with applicable obligations.
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11) Security

We use appropriate technical and organisational measures to protect personal data (e.g., access controls, secure transmission where available, monitoring). Because the App stores data locally for offline use, you should also protect your device (PIN/biometrics, OS updates). No system can be guaranteed 100% secure.

12) Your rights (UK GDPR)

You may have rights to access, correct, delete, restrict, object, and (where applicable) port your personal data.

To exercise your rights, email **support@ridehqmx.net**. We may need to verify your identity.

You also have the right to complain to the **Information Commissioner's Office (ICO)**.

13) Children

The App is not intended for children under **13**. If you believe a child has provided personal data, contact **support@ridehqmx.net**.

14) Changes to this policy

We may update this policy from time to time. We will post the updated version with a new effective date. Material changes may be notified in-app or by email.

15) Contact

RideHQ Systems LTD

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