

1. Introduction

EeziRider Engine Management (Pty) Ltd (“the Company”) respects your privacy and is committed to protecting your personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA).

This Privacy Policy explains how we collect, use, and protect your personal information.

2. Who We Are

EeziRider Engine Management (Pty) Ltd is a company registered in South Africa.

The Company trades under the following product brands:

- Spitronics
- ecuDIY

All personal information is processed by EeziRider Engine Management (Pty) Ltd.

3. Information We Collect

We may collect the following information:

Personal Information

- Name and surname
- Company name
- ID number or company registration number
- Email address
- Telephone number
- Physical address

Technical Information

- Device information
- Product serial numbers
- Software and firmware data
- Diagnostic information (when provided for support)

Website Usage Information

- IP address
- Browser type
- Pages visited
- Cookies and analytics data

4. How We Collect Information

Information is collected when you:

- Purchase products
- Contact us for support
- Register on our website
- Use our software or services
- Communicate via email, phone, or messaging platforms

5. How We Use Your Information

We use your information to:

- Process orders and payments
- Provide products and services
- Communicate with you
- Provide technical support
- Improve products and services
- Maintain records
- Comply with legal obligations

6. Sharing of Information

We do not sell your personal information.

We may share information with:

- Independent Contractors (installers, support providers)
- Service providers (payment processors, hosting, IT services)
- Legal or regulatory authorities (where required)

All third parties are required to protect your information.

7. Storage and Security

We take reasonable technical and organisational measures to protect your information against:

- Loss
- Unauthorised access
- Misuse
- Alteration

However, no system is completely secure.

8. Retention of Information

We retain personal information only for as long as necessary to:

- Fulfil the purpose it was collected for
- Comply with legal and regulatory requirements

9. Your Rights

You have the right to:

- Access your personal information
- Request correction of your information
- Request deletion (where applicable)
- Object to processing of your information
- Withdraw consent (where applicable)

Requests can be sent to the Company using the contact details below.

10. Cookies

Our websites may use cookies to:

- Improve user experience
- Analyse website traffic
- Store preferences

You can disable cookies in your browser settings.

11. Third-Party Links

Our websites may contain links to third-party websites.

We are not responsible for their privacy practices.

12. Changes to This Policy

The Company may update this Privacy Policy from time to time.

Updated versions will be published on our website.

13. Contact Details

EeziRider Engine Management (Pty) Ltd

Email: support@eezirider.com

Email: sales@eezirider.com

Website: www.eezirider.com