PRIVACY POLICY

Last Updated: 1 September 2026

Welcome to Motoplanet Pitstop.

Motoplanet Pitstop ("Motoplanet Pitstop", "we", "us", or "our") respects your privacy and is committed to protecting the personal information you provide while visiting or making purchases through **www.motoplanetpitstop.com** ("Website").

This Privacy Policy explains how we collect, use, store and protect information when you access our Website, place an order, contact us, or otherwise use our services.

By accessing or using our Website, you acknowledge this Privacy Policy.

1. INFORMATION WE COLLECT

Depending on how you interact with Motoplanet Pitstop, we may collect information including:

- Name
- Billing and shipping address
- Email address
- Mobile/telephone number
- Order and purchase information
- Vehicle make, model, variant and year where required for product compatibility
- Account information, where customer accounts are available
- Communications sent to our customer-support team
- Payment transaction information
- IP address
- Browser and device information
- Website usage information
- Cookies and similar technologies
- Any other information voluntarily submitted by you

Payment information may be processed by third-party payment gateways and financial-service providers. Motoplanet Pitstop may not directly store complete card, UPI or banking credentials where these are processed securely by such third-party providers.

2. HOW WE USE YOUR INFORMATION

We may use information collected through our Website to:

- Process and fulfil orders;
- Arrange shipping and delivery;
- Verify customer and order information;
- Contact customers regarding orders;
- Provide customer support;
- Assist with product selection and vehicle compatibility;

- Process returns, replacements, refunds and warranty-related requests;
- Maintain and improve our Website;
- Improve our products and customer experience;
- Detect and prevent fraudulent transactions or misuse;
- Maintain transaction and business records;
- Comply with applicable legal, tax and regulatory requirements;
- Send service-related notifications;
- Send promotional communications where permitted and applicable.

3. COOKIES AND WEBSITE TECHNOLOGIES

Our Website may use cookies and similar technologies to maintain Website functionality, remember customer preferences, analyse Website traffic, improve performance and provide a more relevant browsing experience.

Third-party services integrated with our Website may also use cookies in accordance with their respective privacy policies.

You may disable or restrict cookies through your browser settings. However, certain Website features may not function correctly if cookies are disabled.

4. SHARING OF INFORMATION

We do not sell or rent customers' personal information.

We may share necessary information with trusted third parties where reasonably required to operate our business, including:

- Courier and logistics providers;
- Payment gateways and financial institutions;
- Website hosting and e-commerce service providers;
- IT and technology providers;
- Analytics and communication providers;
- Professional advisers; and
- Government, regulatory, judicial or law-enforcement authorities where required by applicable law.

Such information will be shared only to the extent reasonably necessary for the applicable purpose.

5. PAYMENT SECURITY

Online payments may be processed through third-party payment service providers.

Customers should never provide OTPs, passwords, UPI PINs, card PINs or other confidential authentication credentials to anyone claiming to represent Motoplanet Pitstop.

Motoplanet Pitstop shall not be responsible for losses resulting from a customer's voluntary disclosure of confidential banking or authentication information to unauthorised persons.

6. DATA RETENTION

We may retain customer and transaction information for as long as reasonably necessary to provide our services, maintain business and accounting records, resolve disputes, prevent fraud and comply with applicable legal and regulatory obligations.

7. DATA SECURITY

We take reasonable administrative and technical measures to protect personal information under our control.

However, no method of internet transmission or electronic storage can be guaranteed to be completely secure. Customers use the Website and transmit information electronically at their own reasonable risk.

8. CUSTOMER RIGHTS AND REQUESTS

Subject to applicable law, customers may contact us regarding access to, correction of, or deletion of personal information held by us.

Certain information may need to be retained where required for legitimate business, taxation, accounting, fraud prevention or legal purposes.

9. THIRD-PARTY LINKS

Our Website may contain links to third-party websites, social-media platforms, payment services or other external services.

Motoplanet Pitstop does not control and is not responsible for the privacy practices, security or content of third-party websites or services.

Customers should review the privacy policies of such third parties before providing personal information.

10. CHILDREN'S PRIVACY

Our Website and products are intended primarily for persons capable of entering into legally binding transactions.

We do not knowingly solicit personal information from children for the purpose of making purchases without appropriate involvement of a parent or legal guardian.

11. CHANGES TO THIS PRIVACY POLICY

Motoplanet Pitstop may revise this Privacy Policy from time to time to reflect changes in our business practices, Website functionality or applicable legal requirements.

The updated version will be published on this Website with the revised "Last Updated" date.

12. CONTACT US

For questions, concerns or requests relating to this Privacy Policy, please contact:

Motoplanet Pitstop
Mukkada, Jawahar Road
Opp. Bajaj Service Centre
Parippally – 691574
Kollam, Kerala, India

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