

Privacy Policy

As at 14 May 2026

Our Privacy Policy

Here at LetsRide, we provide a digital platform for motorbike riders to create, join, and manage ride events, communicate with fellow riders, and discover new routes and riding communities. At the same time, we are committed to the personal right of people to control how their Personal Information is handled by others.

Our Privacy Policy is here to aid your understanding of our privacy practices including what Personal Information we collect, how we collect and store Personal Information and how we use and may disclose Personal Information. Our Privacy Policy also sets out how you can update or delete your Personal Information.

In our Privacy Policy, a reference to '**us**', '**our**' or '**we**' is a reference to Motosoft Pty Ltd (ACN 692 599 090) and our related bodies corporate.

Use of the LetsRide software is restricted to individuals aged sixteen (16) years or older. If you are under the age of sixteen (16), you are not permitted to download or use the Services. If we have knowledge that you are under the age of sixteen (16) years, we are obligated by law to stop providing the Services to you and delete your Account and data.

Whilst we will obtain your express consent to our Privacy Policy, by submitting Personal Information through our Services, you agree to the terms of this Privacy Policy and other documents referenced herein. If you do not agree you should discontinue use of our Services immediately. We retain the right to deny or suspend access to our Services to anyone we reasonably believe has violated any provision of this Privacy Policy.

Operative provisions

1. Definitions

In this Privacy Policy, capitalised terms used will have the following meanings:

- (a). '**Privacy Act**' means the *Privacy Act 1988* (Cth);
- (b). '**Personal Information**' has the meaning given in the Privacy Act. This may include (but is not limited to) your name, age, suburb or postcode, contact details (including phone numbers and email addresses) and financial information, including your credit card, direct debit or PayPal account information. If the information we collect personally identifies you, or you are reasonably identifiable from it, the information will be considered personal information;
- (c). '**Ride Listing**' means any ride created through the Services by an end-user;
- (d). '**Relevant Jurisdiction**' means New South Wales, Australia; and
- (e). '**Services**' means the use of the LetsRide software enabling end-users to connect with one another, share riding preferences and interests, and coordinate group rides.

2. Information that is being collected

2.1. General

We may collect Personal Information either directly from you or from trusted third parties to assist in improving the Services whilst you use our software. The types of Personal Information we collect, and how it is used, depends on how you choose to interact with the Services and how you manage your privacy settings. Please note that we only collect Personal Information that we need for our business activities.

2.2. Personal Information you provide us

We collect the following types of Personal Information that you choose to provide to us when using the Services:

(a). Account Information:

- (i). We collect Personal Information required to create and manage your LetsRide account (an **Account**), including:
 - A. your full name;
 - B. your date of birth;
 - C. a valid phone number; and
 - D. a valid email address.
- (ii). This Personal Information is necessary to provide the Services and to communicate with you when required. Providing false, inaccurate, or outdated Personal Information may limit our ability to deliver the Services effectively. Mandatory fields will be clearly identified during the Account creation process. If the required Personal Information is not provided, you will be unable to register an Account and will not be granted access to use our Services.
- (iii). During the Account creation process, our software requires all end-users to verify their age. This process involves an automated age-estimation assessment that uses facial feature analysis to determine whether an end-user meets the Social Media Minimum Age (**SMMA**) requirements under the *Online Safety Act 2021* (Cth). Facial features are used for the purpose of estimating age and determining eligibility to access the Services. If the automated age-estimation process is inconclusive or indicates that the SMMA requirement may not be met, the end-user may be:
 - A. subject to a manual review; or
 - B. required to provide a valid form of identification, such as a driver's licence, to complete verification.
- (iv). Any images or Personal Information collected for the purpose of age-verification are used strictly for those purposes.
- (v). Where you subscribe to a tiered Service for monetary consideration, we will collect and process payment and transaction information necessary to complete and manage your purchase of those Services.

- (b). **Communications through the Services:** We collect Personal Information when you use the Services to communicate with other end-users, such as sending messages or uploading content. We also collect Personal Information when you communicate directly

with us, including when you contact customer support, submit inquiries or requests, or report issues or misuse of the Services.

2.3. Other Personal Information that is being collected

We also collect Personal Information about your activity while using the Services to provide and improve certain software features, such as enhanced mapping, navigation, accessibility and related functionality. This activity Personal Information may include:

- (a). **Location, travel, and route information:** we may collect Personal Information such as GPS signals (with time stamps), IP addresses, and other data from device sensors. This Personal Information may be stored as part of your Ride Listing history and may be accessible amongst other end-users (if you choose to do so) during an active Ride Listing. Depending on your device and account settings, we may collect certain location or travel information even when you are not actively using the app, for purposes such as route mapping, departure reminders, and related features.
- (b). **Meta-Data (device and usage information):** includes collecting Personal Information about your device and how you use our Services, including:
 - (i). frequency and duration of use;
 - (ii). device type, operating system, version, unique identifiers, and battery usage;
 - (iii). applications or websites you access or interact with through the Services;
 - (iv). information viewed within the Services;
 - (v). ads shown to you and interactions with those ads;
 - (vi). use of communication features or third-party integrations through the software;
 - (vii). IP address, domain used to access the Services, and general geographic location;
 - (viii). information about compatible third-party apps installed on your device (such as music or media apps); and
 - (ix). collect technical information such as crash reports, system activity, and the date, time, and referral URL associated with your use of the Services.

3. Why we collect and use your Personal Information

We primarily collect and use Personal Information to facilitate, operate, maintain, and improve the Services. This includes enabling end-users to connect with one another, share riding preferences and interests, and coordinating group rides. In particular, we may use your Personal Information for the following purposes.

3.1. To provide the Services

We may use your Personal Information to deliver the core functionality of the Services, including:

- (a). create your Account, provide access to the Services and facilitate the payment of your subscription fee (if any) as part of your access to the Services;
- (b). use location data, route information, and/or search history to support navigation features, suggest preferred or optimal routes, and deliver route-related alerts; and
- (c). share content, listings, and submissions you make through the Services with other end-users, and facilitate communication between you, us, and other end-users of the platform.

3.2. To maintain and improve the Services

We may use your Personal Information to ensure the Services operate as intended and to enhance performance and functionality. This includes:

- (a). monitoring for outages, diagnosing issues, and responding to technical problems you report;
- (b). personalising end-user experience; and
- (c). improving existing features and developing new functionality or Services, for example by using route and travel data to improve the accuracy and reliability of the Services and ride-coordination features.

3.3. To measure performance and analytics

We may use Personal Information for analytics and measurement purposes to better understand how end-users interact with the Services and to improve product design and usability. This includes:

- (a). analysing usage patterns to enhance the Services;
- (b). measuring interactions with advertising (such as impressions or clicks) to assess campaign performance through aggregated reporting (if any); and
- (c). evaluating the effectiveness of the software's own marketing activities on third-party platforms.

3.4. To communicate with you

- (a). We may use your Personal Information to communicate with you in connection with the Services, including to:
 - (i). send updates, notices, announcements, and service-related communications via push notifications, email, or SMS;
 - (ii). conduct surveys or questionnaires; and
 - (iii). maintain records of communication if you contact us for support or assistance.
- (b). Subject to your consent, where required by applicable law within the Relevant Jurisdiction, we may also use your email address to send promotional or marketing communications. You may opt out of receiving such communications at any time by using the 'unsubscribe' link included in those messages. We will not share your contact details with advertisers unless required by law or expressly authorised by you.

3.5. To protect us, our end-users, the public, and for legal reasons

- (a). We may use and process Personal Information, including content you share, for the following purposes:
 - (i). enforcing our End User Licence Agreement (the **EULA**) and this Privacy Policy;
 - (ii). complying with applicable laws within the Relevant Jurisdiction and cooperating with law enforcement where required or legally justified;
 - (iii). detecting, preventing, and addressing fraud, abuse, misuse of the Services, and other unlawful activity;
 - (iv). identifying and resolving technical faults, security incidents, or system malfunctions;

- (v). managing disputes or legal proceedings involving you, other end-users, or third parties in connection with the Services;
 - (vi). improving the safety, security, and reliability of the Services, including preventing and responding to security risks; and
 - (vii). creating aggregated and/or anonymised data that does not identify individual end-users (see clause 9 below).
- (b). Please note that we will seek your consent before using your Personal Information for any purpose not otherwise disclosed in this Privacy Policy.

Accounts and accessing the Services

3.6. Creating a registered Account:

- (a). If you choose to create an Account with us, we will link all of your Personal Information to your registered Account, including Personal Information received from all devices and browsers you may choose to sign in from.
- (b). Except as described in clause 5 of this Privacy Policy, your Personal Information linked with your Account will not be visible within our online community.
- (c). We may, from time to time, introduce additional or alternative identification or authentication requirements for accessing the Services or specific features or portions of the Services.

3.7. Account security

- (a). You are solely responsible for maintaining the confidentiality of your login details. You are fully accountable for any use or misuse of your Account or Personal Information resulting from the disclosure of your login details to another person.
- (b). You must keep your login details secure and not share them with others. If you set a password, you should change it regularly or at least once every six (6) months.

4. Sharing your Personal Information

4.1. Personal Information that you share

- (a). The Services operate on a community-based model in which end-users may choose to publicly share Personal Information with us and with other end-users within the LetsRide online community.
- (b). You are not required to upload or share content through the Services. However, any content you choose to submit, post, or share is not private or confidential, and you should expect that it may be visible to other end-users of the platform. Personal Information you upload may be displayed together with your username and other details associated with your publicly available profile, including any Personal Information you choose to include.
- (c). For example, Ride Listings, route details, group ride updates, location pins, messages, or other submissions may be shared with other end-users to enable ride coordination and community interaction, and may identify your approximate location or riding activity in a particular area. Accordingly, you should exercise care and good judgment when sharing this Personal Information and disclose only what you are comfortable making available to others. You should apply the same level of caution as you would when sharing Personal Information through other online or mobile platforms.

- (d). Except as otherwise described in this Privacy Policy, your email address and phone number will not be visible to other end-users through content you choose to post or share on the Services.

4.2. When we share your Personal Information

- (a). We do not sell, rent, or lease your Personal Information to third parties. We do not share your Personal Information with others without your consent, except in the following circumstances and to the extent reasonably necessary, as determined by us in good faith:
 - (i). **To operate and facilitate the Services:** this includes sharing Personal Information necessary to support core features of the LetsRide platform, such as displaying Ride Listings, route information, or user-generated content associated with your username;
 - (ii). **To investigate or enforce our EULA:** where we reasonably believe you have breached, or may be breaching, our EULA, abused your rights to use the Services, or engaged in conduct that may violate applicable laws or regulations within the Relevant Jurisdiction, we may share your Personal Information with law enforcement agencies, regulatory authorities, or other relevant third parties as necessary;
 - (iii). **To comply with legal obligations:** where required by law, regulation, court order, or lawful request, or where we reasonably believe disclosure is required to meet legal standards or obligations;
 - (iv). **In connection with disputes or legal proceedings:** where necessary in relation to any dispute, claim, or legal proceeding involving you, us, other end-users, or third parties in connection with the Services;
 - (v). **To protect rights, property, and safety:** where we reasonably believe disclosure is necessary to protect the rights, property, or safety of us, our end-users, or the public, including to prevent imminent harm or damage, as permitted or required by law;
 - (vi). **To detect and prevent misuse or technical issues:** including to identify, prevent, or address fraud, security issues, system abuse, or technical failures;
 - (vii). **Corporate transactions or restructuring:** if we reorganise our business, change our legal structure, acquired by or merged with another entity, or becomes subject to insolvency or similar proceedings, your Personal Information may be transferred as part of that transaction, provided the recipient agrees to handle your Personal Information in accordance with this Privacy Policy;
 - (viii). **Use of service providers and cloud hosting:** we may share Personal Information with trusted third-party service providers, contractors, or affiliated entities that process information on our behalf for legitimate business purposes (such as cloud hosting, data storage, analytics, customer support, and technical services). These providers may be located within or outside Australia and are required to comply with confidentiality and security obligations consistent with this Privacy Policy;
 - (ix). **Related companies:** we may share Personal Information with entities that are related to us, such as subsidiaries, parent companies, or affiliated businesses, where it is reasonably necessary for business operations; and
 - (x). **Trusted partners and service providers:** we may disclose Personal Information to trusted partners who assist us in operating the Services, such as customer

support providers, analytics providers, or infrastructure partners, strictly in accordance with our instructions and this Privacy Policy.

5. Visibility

- (a). Certain Personal Information associated with your use of the Services may be visible to other end-users. In particular, your username will be displayed in connection with content you submit or share through the platform, including Ride Listings, social interactions, and location-based updates, and will therefore be visible to other members of the LetsRide community. End-users you choose to connect with on the software will also be able to see your profile name, profile picture (if you upload one), and any other Personal Information you choose to share with them.
- (b). If you prefer to limit your visibility within the online community, you are able to adjust your privacy or location-sharing settings within the app. Please note, however, that disabling visibility or location sharing may restrict access to certain features of the Services. Even if you choose to limit your visibility to other end-users, LetsRide may still collect and use your location and activity information for the purposes described in this Privacy Policy, including operating, maintaining, and improving the Services.

6. Controlling your Personal Information

6.1. General

- (a). You can view and update certain personal details at any time through your 'Account Settings', including your name, phone number, email address, profile picture, and other Account details.
- (b). Where available, you may access Personal Information linked to your Account activity, such as Ride Listing or route history, through your Account Settings.

6.2. Privacy controls

- (a). The software provides in-app and online privacy settings that allow you to manage how your Personal Information is used and shared. These controls enable you to adjust visibility options, manage communication preferences, and make choices about advertising and personalised content.
- (b). You may also control data collection through your device settings, whether or not you are signed in to a registered Account. For example, your device may allow you to adjust location permissions or restrict access to certain meta-data Personal Information.

6.3. Deleting your Personal Information

- (a). If you wish to delete your Account, you may do so using the 'Delete Account' option within the app or via our website (where available). Once a deletion request is received, we will take reasonable steps to remove or anonymise your Personal Information from our systems.
- (b). Please note that some Personal Information may not be removed immediately from backup or archival systems. The deletion process is initiated promptly after your request, and your Personal Information will no longer be used to personalise your LetsRide experience. Complete deletion or anonymisation of Personal Information generally occurs within approximately two (2) weeks, although timeframes may vary due to system maintenance, technical issues, or other operational factors. We maintain safeguards to identify and address any delays in this process.

7. How we retain data we collect

7.1. General

We retain different types of Personal Information for different periods of time, depending on the purpose for which the data is collected. Some Personal Information can be deleted by you at any time, some is deleted automatically after a set period, and some is retained for longer where necessary for legal, operational, or security reasons.

7.2. Personal Information preserved until you remove it

Certain Personal Information is kept for as long as you choose to retain it in your Account. This includes details such as saved data (for example, Ride Listings, or 'friends'), your email address, and other Account-related Personal Information. This data remains associated with your Account until you choose to update or delete it.

7.3. Data that expires after a certain period

- (a). In some cases, Personal Information is retained only for a defined period based on why it was collected. You do not need to take action to delete this data, as retention limits are applied automatically.
- (b). Facial image data and driver licence Personal Information collected for age-verification purposes, as described in clause 2.2(a)(iii) of this Privacy Policy, are automatically deleted from our systems within seven (7) days where the Personal Information is not required to be retained for manual review.
- (c). Please note that where Personal Information is retained for the purposes of manual review, it is deleted immediately after the review process is completed.

7.4. Personal Information preserved until Account deletion

Some data may be retained for the duration of your Account where it helps us understand how our Services are used and how we can improve them. For example, we may retain summaries about how features are used, even after individual Ride Listings are removed. Once your Account is deleted, this associated Personal Information is also removed.

7.5. Personal Information preserved for extended periods of time

- (a). In certain circumstances, LetsRide is required to retain specific Personal Information for longer periods to meet legal, regulatory, or business obligations. This may include, for example, payment or transaction records that must be retained for taxation or accounting purposes.
- (b). We retain Personal Information only for as long as necessary for these purposes and apply safeguards pursuant to clause 10.2(b) to protect the data while it is retained.

8. How we use aggregate Personal Information

- (a). We may use anonymous, statistical, or aggregated Personal Information, including anonymised location data, in a way that does not identify individual end-users. This Personal Information helps us operate and improve our Services, enhance user experience, develop new features or Services, modify or discontinue existing features, and support internal analysis, commercial activities, advertising-related activities, and statistical reporting.
- (b). We may also share anonymous, statistical, or aggregated Personal Information in non-identifiable form with other end-users, service providers, partners, or other third

parties. This may occur through publishing, distributing, or otherwise making such Personal Information available where appropriate.

- (c). Example where we will use aggregate Personal Information:
 - (i). aggregated or anonymised location data may be shared to help improve maps or resolve navigation issues; and
 - (ii). traffic or usage trends may be shared with cities, transport authorities, or external research partners.
- (d). Please note that all such Personal Information under this clause 9 is handled in a way that does not enable the identification of any individual end-user.

9. Personal Information security

9.1. Treatment of Personal Information

- (a). We take reasonable steps to protect your Personal Information from misuse, interference, loss, unauthorised access, modification, or disclosure, in accordance with Australian Privacy Principle (**APPs**) 11.
- (b). Once collected, we may store Personal Information in a variety of formats, including (but not limited to) software systems, databases, filing systems, cloud-based platforms, and off-site backup storage. These systems may be hosted both onsite and offsite, including through third-party service providers.
- (c). We implement a combination of administrative, technical, and physical safeguards designed to protect the Personal Information we hold. These measures include regular review of our information handling practices, secure data storage controls, and protections aimed at preventing unauthorised access to our systems.
- (d). Access to Personal Information is limited to our authorised employees, contractors, and service providers who require the Personal Information to perform their duties. All such persons are subject to confidentiality obligations and may face disciplinary action or termination if those obligations are breached.
- (e). We also take reasonable steps to ensure that Personal Information we hold is either destroyed or permanently de-identified when it is no longer needed for any purpose permitted under the Privacy Act, unless we are required by law to retain it.
- (f). Whilst we maintain safeguards appropriate to the sensitivity of the Personal Information, no method of electronic storage or transmission is completely secure. Accordingly, we cannot guarantee that any Personal Information will be immune from unauthorised access, technical failure, or misuse. However, we continually review and improve our security practices to reduce risk and respond promptly to potential incidents.

10. Compliance with Australian Privacy Principles & regulatory cooperation

10.1. General

- (a). We regularly review and update this Privacy Policy to ensure that our handling of Personal Information complies with the Privacy Act and the APPs. We take reasonable steps to ensure that Personal Information is collected, used, disclosed, and stored in accordance with this policy and applicable laws within the Relevant Jurisdiction.
- (b). We are committed to transparency and accountability and cooperate with regulators, including the Office of the Australian Information Commissioner (**OAIC**) and other relevant authorities, where required.

10.2. Overseas data storage and transfers (APP 8)

- (a). We may store or process Personal Information and anonymised usage data on servers located in Australia and, in some circumstances, in other countries where our service providers or infrastructure are located. This may include locations such as the United States, United Kingdom, Canada, the European Union, Singapore, or other jurisdictions.
- (b). All Personal Information stored by us under this Privacy Policy is held within a private Amazon Web Services (**AWS**) S3 storage environment. All Personal Information stored at rest is protected using AES-256 encryption to help protect the confidentiality of your Personal Information. This encryption process ensures that data can only be accessed by an authorised application or individual who has both access to the database and the relevant decryption keys. Once an application or individual is authenticated, AWS automatically retrieves the necessary key and performs the decryption process, ensuring that key management and data decryption are handled entirely within AWS's secure infrastructure.
- (c). Disclosure of any Personal Information overseas, is subject to the strict guidelines and safeguards applied by AWS which ensure that the recipient handles the information in a manner consistent with the APPs, unless an exception under APP 8 applies. Regardless of where information is processed, AWS apply the safeguards described in this Privacy Policy to protect your Personal Information.

10.3. Complaints and regulatory engagement

- (a). If a formal written complaint is received, we will respond by contacting the complainant and working to resolve the issue in a timely manner. Where a matter cannot be resolved directly, we will cooperate with appropriate regulatory authorities to address the concern.
- (b). If you are not satisfied with our response, you may lodge a complaint with the OAIC or another relevant supervisory authority.

10.4. Access to Personal Information

- (a). Under the Privacy Act, you have the right to request access to the Personal Information that we hold about you. If you wish to make an access request, please contact us via the options outlined in clause 14 of this Privacy Policy. Before providing access, we may need to verify your identity to ensure the security of your information.
- (b). We will aim to acknowledge your request within seven (7) days and to provide access to the information you are legally entitled to within thirty (30) days of receiving your request. If we reasonably require more time to respond, we will notify you accordingly.
- (c). If your request relates to older or archived records, additional time may be required to locate the Personal Information, and we may contact you to discuss the scope of your request. In such cases, an administrative fee may apply to cover the reasonable cost of providing access, where permitted by law within the Relevant Jurisdiction.
- (d). If we are not required by law to provide access to some or all of the Personal Information requested and we decide to refuse access, we will provide you with reasons for that decision, where required or permitted under the Privacy Act.

11. Procedure for data breaches

- (a). We take reasonable steps to ensure that your Personal Information is collected, used, and stored securely in accordance with industry standards.

- (b). If we become aware of any unauthorised access to, or disclosure of, Personal Information held by us, and we assess that the incident is likely to result in serious harm to an individual, we will comply with our obligations under applicable data breach notification laws. This includes notifying affected individuals and the relevant regulator as required.

12. Changes to this Privacy Policy

- (a). From time to time, we may update this Privacy Policy to reflect changes in our practices, technology, or legal obligations. Please note that, generally:
 - (i). **material changes** will be notified in advance through the software's app, website, or other appropriate means; and
 - (ii). **changes required by law** may take effect immediately.
- (b). Continued use of our Services after an update indicates acceptance of the revised Privacy Policy. If you do not agree with an updated policy, you should stop using the Services immediately.

13. Contact us

- (a). If you have questions, concerns, or requests relating to privacy or this Privacy Policy, you can contact us via the following:
 - (i). Using the 'Contact' section on our website: letsride.motosoft.com.au
 - (ii). Email us: support@motosoft.com.au
- (b). If you are not satisfied with our handling of your complaint, you may contact the OAIC at <https://www.oaic.gov.au>.