

Privacy Notice – Nova Security Protection (International) Ltd

Who are we

Nova Security Protection (International) Limited (Company No. 07338831) is the Data Controller for the purposes of UK GDPR.

Registered Office: The Nova Centre, 1 Purser Road, Abington, Northampton, NN1 4PG

We take your privacy seriously and will only use your personal data in line with UK GDPR and data protection laws.

What information do we collect

We may collect and process the following personal data:

- Name, address, email address and telephone numbers
- Business contact details
- Keyholder contact information for alarm response
- CCTV / Video Surveillance System (VSS) images where applicable
- IP address and technical data where systems are networked
- System access logs, audit trails and event data
- Any other information you provide to us in relation to our services

We do not collect sensitive personal data unless required and with explicit consent.

How we use your personal data

We use your data to:

- Deliver and maintain fire, security, access control and surveillance systems
- Contact nominated keyholders in the event of alarm activations or emergencies
- Provide monitoring services via our approved monitoring centre
- Carry out servicing, maintenance and support
- Manage contracts, accounts, and billing
- Respond to enquiries and provide customer support
- Ensure site safety, compliance, and system integrity

Lawful basis for processing

We process your data under the following lawful bases:

- Contractual necessity – to deliver services agreed with you-

- Legitimate interest – to ensure the security, safety and protection of property, assets and individuals, and the proper operation of systems.
- Legal obligation – where required by law

Sharing your data

We may share your data with:

- Our approved monitoring centre for alarm response
- Engineers and subcontractors carrying out works on our behalf
- IT and system providers supporting our services
- Authorities where required by law

We ensure all third parties handle your data in accordance with data protection laws.

CCTV / Video Surveillance (VSS)

Where applicable, video surveillance systems may capture images and audio (where enabled) for:

- Security and crime prevention
- Health and safety
- Incident investigation

Access to recorded footage is restricted and controlled.

Where audio recording functionality is enabled on Video Surveillance Systems, it forms part of the system's standard recording capability.

Audio recording will only be used where there is a legitimate interest for security or safety purposes and will be subject to strict access controls.

Access to audio and video recordings is restricted to authorised personnel only and managed in accordance with system permissions and user roles.

Audio recording is not enabled as standard and will only be activated where appropriate and proportionate to the intended use of the system.

How we store your data

Your data is stored securely on systems located within the UK / EEA.

We take appropriate technical and organisational measures to protect it from unauthorised access, loss, or misuse.

Data Security & Transfers

We maintain appropriate technical and organisational security measures to protect personal data.

We do not transfer personal data outside the UK or EEA unless appropriate safeguards are in place in accordance with UK GDPR.

In the event of a data breach, we will act in accordance with UK GDPR requirements and notify the Information Commissioner's Office where required.

How long we keep your data for?

We retain data only as long as necessary, including:

- Contract and service records: typically, up to 6 years
- System and maintenance records: as required for compliance and servicing
- CCTV and audio recordings: in line with system settings and client requirements

Marketing Communications

We may contact you from time to time with information about our products and services.

We will only do this where:

- You are an existing customer and the communication relates to similar services (soft opt-in), or
- You have given your consent to receive marketing communications

You can opt out of receiving marketing communications at any time by:

- Clicking the unsubscribe link in any email, or
- Contacting us at reception@novalimited.com

We will never sell your data to third parties for marketing purposes.

Your rights

You have the right to:

- Access the personal data we hold about you
- Request correction or deletion of your data
- Object to processing where applicable
- Request restriction of processing

To exercise your rights, contact us at: reception@novalimited.com

Right to complain

If you are not satisfied with how we handle your data, you can contact the Information Commissioner's Office (ICO):

Tel: 0303 123 1113

Website: <https://ico.org.uk>

Updates to this notice

We review this privacy notice regularly. The latest version is available on our website and upon request.

Data Protection Officer

Nova Security Protection (International) Limited

Registration Number: ZA122369

Email: reception@novalimited.com

