

Privacy Notice - Customers

Nova Security Protection (International) Limited (company number 07338831). Our registered office is at The Nova Centre, 1 Purser Road, Abington, Northampton, NN1 4PG. We take safeguarding your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us.

What Information do we collect?

We collect your personal data because it is necessary, in relation to taking steps to enter into a contract with you providing you with our products and services.

Information you give to us: This information about you that you give us by filling in forms or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you participate in discussions boards or other social media platforms such as twitter, Facebook and Link in. The information may include your name, address, email address(s), phone number(s), IP address, IT related information, or images.

We do not collect any sensitive personal data about you, such as information about your race, political opinions or religious beliefs unless we obtain your explicit consent. In addition, we do not knowingly collect personal data from or direct our contents towards those under the age of 18.

How do we use your personal data?

- Carry out our obligations arising from any contracts entered into between you and us with the information, products and services you request from us.
- Credit decisions
- Pursue Debtors
- Deal with enquiries and complaints made by or about you relating to the services we provide

Where we store your personal data?

We store all of your personal details on a secure server located within the European Economic Area.

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of personal information.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data transmitted to our company. As such, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try and prevent unauthorised access.

Disclosing your personal data to others.

We will not share your personal data with others, unless:

We are under a duty to disclose or share personal details in order to comply with any legal obligation, or in order to enforce or apply our Terms & Conditions.

Our business enters into a joint venture with, or is sold to or merged with, another business. We may then share your personal details with our new business partners or owners.

We use third parties to carry out business activities and they require your personal details to do so. Please refer to our Privacy Policy.

You have agreed to it being shared with third parties.

Where relevant, we will require that third parties follow our data protection and privacy policies and we will require such third parties do not use your personal details for their own business purposes, without your prior consent.

How long do we keep your personal data for?

We only keep your personal data for as long as it is necessary to fulfil the contractual obligations, including for the purposes of any legal, accounting or reporting requirements.

Marketing:

We use a various Social Media Platform(s) to promote our products and services. You have the right to ask us not to process your personal data including images for marketing purposes.

You can exercise your right to prevent such processing of data including images by contacting us at reception@novalimited.com **Your Rights:**

Under certain circumstances, by law you have the right to:

Request access to your personal information. This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request erasure of your personal information. This enables you to ask us to delete or remove your personal information where there is no good reason for us to retain it.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request under such circumstances.

Your right to complain:

If you have any problems with the way that we are handling your personal data, you should contact the Information Commissioner's Officer (ICO)

The ICO can be contacted by telephone on 0303 123 113 or by email casework@ico.org.uk. You can also visit the ICO's website by following this link: <https://ico.org.uk>.

Changes to our privacy policy.

We keep our privacy policy under regular review. A copy is available upon request. This privacy policy was last updated on March 8th 2018.

Data Protection Officer:

The Data Protection Officer responsible for your personal data is Nova Security Protection (International) Limited. (Company number 07338831).

Our Data Protection Registration Number is ZA122369.

If you have any questions about this privacy notice or how we handle your personal information, please contact Nova Security Protection on 01604 631911. Our office is open Monday to Friday 09.00am – 4pm.

