

NOVO IT LTD – PRIVACY POLICY

1. INTRODUCTION

Novo IT Ltd (“we,” “our,” or “us”) is committed to safeguarding your privacy and ensuring that your personal data is processed in compliance with applicable data protection laws, including the General Data Protection Regulation (GDPR). This Privacy Policy explains how we collect, use, and protect your personal information when you interact with our website.

2. INFORMATION WE COLLECT

When you provide your contact details through our website (whether through a contact form or newsletter sign-up), we collect and process the following personal information:

- Name
- Email address
- Company name (if applicable)
- Phone number (if provided)

3. HOW WE USE YOUR INFORMATION

We will use your personal data for the following purposes:

- To respond to inquiries or requests you submit via our website.
- To send you our monthly newsletter, which includes updates, IT tips, news, and special offers. You are automatically enrolled in the newsletter when you provide your contact information and can unsubscribe at any time via the link provided in each email.
- To communicate with you about services, events, or promotional activities that may be of interest to you.
- To measure the effectiveness of our communications, such as tracking email opens and link clicks.

We will not share, sell, or rent your personal information to third parties without your explicit consent, except where required by law.

4. LEGAL BASIS FOR PROCESSING

The legal basis for processing your personal data is your consent, which is obtained when you submit your contact information on our website. This includes both responding to your inquiries and subscribing you to our newsletter. You may withdraw your consent at any time by using the unsubscribe option in any newsletter or by contacting us directly at hello@novoit.uk.

5. DATA STORAGE AND SECURITY

We store your personal data securely and take appropriate technical and organizational measures to prevent unauthorized access, loss, or alteration of your data. Your information will be retained for as long as necessary to fulfil the purposes described in this Privacy Policy.

6. DATA RETENTION

We will retain your information:

- For as long as necessary to respond to inquiries or requests.
- For as long as you remain subscribed to our newsletter.
Should you unsubscribe from our newsletter, we will remove your data from our active mailing list within 30 days. However, we may retain some data as required for legal or record-keeping purposes.

7. YOUR RIGHTS

Under the GDPR, you have the following rights regarding your personal data:

- **Access:** You can request access to the personal data we hold about you.
- **Rectification:** You can request that we correct any inaccurate or incomplete information.
- **Erasure:** You can request that we delete your personal data.
- **Restriction:** You can request that we restrict the processing of your data in certain circumstances.
- **Objection:** You can object to the processing of your data for marketing purposes.
- **Withdrawal of Consent:** You can withdraw your consent to our use of your data at any time, without affecting the lawfulness of prior processing.

To exercise any of these rights, please contact us at unsubscribe@novoit.uk.

8. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page, and we encourage you to review it periodically.

9. CONTACT US

If you have any questions about this Privacy Policy or how we handle your data, please contact us at:

Email: hello@novoit.uk

Phone: +44 (0)1293 664413

Address: Novo IT Ltd, 1 Baird Close, Crawley, West Sussex, RH10 9SY

