

# NOVA

## DESIGN & BUILD

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### Privacy Policy

Effective Date: 19 April 2025

This Privacy Policy describes how Nova Design & Build London (“we”, “us”, or “our”) collects, uses, and protects your personal information when you visit and interact with our website at [www.novadesignbuild.co.uk](http://www.novadesignbuild.co.uk) (the “Website”).

#### 1. Information We Collect

We may collect and process the following types of personal information:

- Name
- Contact details (email address, phone number, address)
- Project details or inquiries submitted via contact forms
- Technical data (IP address, browser type, device information)
- Cookies and usage data for website analytics

#### 2. How We Use Your Information

We use the information we collect to:

- Respond to inquiries and provide quotes
- Deliver our services and manage customer relationships
- Improve our website and services
- Comply with legal obligations
- Communicate updates, offers, and promotions (with consent)

#### 3. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- Your consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate interests (e.g. improving our services)

#### 4. Data Sharing and Third Parties

We do not sell your personal data. We may share your information with trusted third parties who assist us in operating our business, such as hosting providers, IT service providers, or subcontractors, under confidentiality agreements.

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### **5. Cookies and Tracking Technologies**

Our website uses cookies to enhance your browsing experience and to analyze website traffic. You can manage your cookie preferences through your browser settings. For more details, please see our Cookie Policy.

### **6. Data Retention**

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including legal, accounting, or reporting requirements.

### **7. Your Rights**

Under UK data protection law, you have the right to:

- Access the personal data we hold about you
- Request correction of incorrect or incomplete data
- Request erasure of your data (where applicable)
- Object to or restrict certain processing
- Withdraw your consent at any time
- Lodge a complaint with the Information Commissioner's Office (ICO)

### **8. Security**

We take appropriate technical and organisational measures to safeguard your personal data from unauthorized access, disclosure, alteration, or destruction.

### **9. Changes to This Policy**

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised effective date.

### **10. Contact Us**

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

Email: info@novadesignbuild.co.uk  
Phone: 020 453 88421  
Address: 86-90 Paul Street, London, EC2A 4NE