



## **Our Privacy Policy**

This privacy policy sets out how Novobuild SW Ltd uses and protects any information that you give us when you use our company or website.

Novobuild SW Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using the company or website, then you can be assured that it will only be used in accordance with this privacy statement.

Novobuild SW Ltd may change this policy at any time by updating this page. You should check this page periodically to ensure that you are happy with any changes.

## **What We Collect**

We may collect the following information:

- full name and title
- contact information including address, phone number and email address
- demographic information such as postal code, preferences and interests
- other information relevant to customer surveys and/or offers

## **What we do with the information we gather?**

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- Internal record keeping.
- Share with other contractors/suppliers, if doing so is appropriate to carry out your own request.
- We may use the information to improve our products and services.
- We may send feedback emails about how you found our service.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

## **Controlling and Sharing Your Data**

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. On occasion, we use outside contractors for various stages of work, and we will not pass on your information without your express request. This request may be verbal or written. We cannot accept liability for how any third parties use your data.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to [contact@novobuildswltd.com](mailto:contact@novobuildswltd.com)

If you believe that any information, we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## **How We Use Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to Other Websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.