

PRIVACY POLICY (updated 28th January 2019)

Nouveau Solutions Ltd are committed to protecting and respecting your privacy.

This policy (together with our terms of use <https://www.nouveau.co.uk/wp/wp-content/uploads/2018/05/GDPR-Terms-of-Website-Use-www.nslcrm.co.uk.pdf> and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.nouveau.co.uk you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Nouveau Solutions Ltd of Alba House, Mulberry Business Park, Wokingham, Berkshire, RG41 2GY.

INFORMATION WE MAY COLLECT FROM YOU

We will identify one lawful basis for collecting and processing your general personal data.

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site www.nslcrm.co.uk (**our site**) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, subscribe to our service, search for a product, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site. The information you give us may include your name, job title, company, address, e-mail address and phone number.
- **Information we collect about you.** With regard to each of your visits to our site we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.
- **Information we receive from other sources.** We may receive information about you if you use any of the other websites we operate or the other services we provide. In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them.

COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy <https://www.nouveau.co.uk/wp/wp-content/uploads/2018/05/Cookie-Policy-www.nslcrm.co.uk.pdf>.

EMAIL COMMUNICATIONS

Existing Customers:

Your details will be on our CRM system because your organisation receives goods and/or services from us. We believe that any emails will be in direct relation to the goods and/or services you currently receive from us, or will be relevant in your professional capacity. If you do not wish to receive emails of this nature from us, please let us know by emailing us marketing@nouveau.co.uk, or by visiting our marketing preference centre to update your preferences. <https://serviceportal.nouveau.co.uk/>

Other contacts

If you are not a Nouveau customer your details will be included on our database for one of the following reasons:

- Referral. You have enquired about a specific product via a manufacturer and they have passed your details to us in order that your enquiry may be followed up.
- Event registration/attendance. You have provided your details when registering for one of our seminars, or you have provided your details when visiting us at a conference/exhibition.
- Third party database. Occasionally we purchase lists of IT contacts from an approved data supplier. The data supplier only passes on the details of recipients who have consented to their details being passed on.
- You have enquired about a product or service via our website www.nslcrm.co.uk

If you do not wish to receive email communications from us you can opt out of all email communications by emailing us at marketing@nouveau.co.uk.

USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
 - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
 - to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
 - to notify you about changes to our service;
 - to ensure that content from our site is presented in the most effective manner for you and for your computer.

- **Information we collect about you.** We will use this information:
 - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
 - to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
 - to allow you to participate in interactive features of our service, when you choose to do so;
 - as part of our efforts to keep our site safe and secure;
 - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
 - to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- **Information we receive from other sources.** We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

DISCLOSURE OF YOUR INFORMATION

We may share your information with selected third parties including:

- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with you.
- Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others.
- Analytics and search engine providers that assist us in the improvement and optimisation of our site.
- Credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Nouveau Solutions Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use [https://www.nouveau.co.uk/wp/wp-content/uploads/2018/05/GDPR-Terms-of-Website-Use-www.nslcrm.co.uk .pdf](https://www.nouveau.co.uk/wp/wp-content/uploads/2018/05/GDPR-Terms-of-Website-Use-www.nslcrm.co.uk.pdf) or terms and conditions of supply of goods/services <https://www.nouveau.co.uk/wp-content/uploads/2018/05/Nouveau-Terms-and-Conditions-2018.pdf> and other agreements; or to protect the rights, property, or safety of Nouveau Solutions Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

WHERE WE STORE YOUR PERSONAL DATA

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, or our customer portal you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

As part of some of the services we provide to our clients some information may be transferred to countries outside the European Economic Area (EEA). For example, this may include third-party servers running cloud services, or our servers that may be located in a country outside of the EEA. We ensure that our partners comply with the EU-U.S. Privacy Shield Framework and that all appropriate security measures are in place to ensure you continue to be protected in accordance with this policy.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at gdpr@nouveau.co.uk.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact our DATA REPRESENTATIVE Berni Maguire at gdpr@nouveau.co.uk

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to gdpr@nouveau.co.uk.