

Privacy policy

Website <https://novachats.com/> is managed by the Limited Liability Company “NOVA IT”.

We take the security of the personal data of our customers and website visitors very seriously. In this regard, the Limited Liability Company “NOVA IT” has developed this Privacy policy (hereinafter referred to as “the Policy”), the purpose of which is to inform you about the collection, storage and processing of personal data and information provided by you through this website.

We control the ways in which your personal data is collected and determine the purposes for which the personal data is used by the Limited Liability Company “NOVA IT”. We are the “Data controller” for the purposes of the EU General Data Protection Regulation 2016/679 (hereinafter referred to as “the GDPR”) and other applicable data protection legislation, as well as the “Personal data owner” within the meaning of the Law of Ukraine “On protection of personal data” dated June 01, 2010 No. 2297-VI.

We process only your personal data if one of the conditions set out in Article 6 of the GDPR is met, including, but not limited to the following:

- You have consented to the processing of your personal data;
- processing is necessary for the purpose of concluding with you and / or fulfilling the Agreement on the provision of a set of services;
- such processing is required by the legislation of the countries with which we cooperate.

We may periodically update the Privacy policy, including if required by the applicable legislation. Therefore, we ask you to visit our website <https://novachats.com/> to make sure that you have up-to-date information.

Main definitions (definitions)

Personal data is any personal information relating to an individual (Data Subject) that is identifiable or may be identifiable.

Identifiable individual is an individual who can be identified directly or indirectly, in particular by reference to a specific identifier (first name, second name, telephone number, other identifier) or by analyzing several elements of physical, genetic, psychological, economic, cultural or other identity of such individual.

Personal data subject is an individual to whom personal data relate and who can be identified, or who has already been identified by such personal data.

Personal data controller is an individual or legal person who determines the purposes and means for the processing of personal data and bears the main liability for their processing. The personal data controller is the “Personal data owner” within the meaning of Ukrainian legislation.

Personal data processor is an individual or legal person who, on the basis of instructions (directions, orders) of the controller, processes personal data for the controller. The personal data processor is a “personal data administrator” within the meaning of Ukrainian legislation.

Processing of personal data is any operation or set of operations performed with personal data or arrays of personal data with or without the use of automatic procedures, such as collection, recording, systematization, structuring, storage, modification, ordering, viewing, use, distribution or any other type of granting access to the third parties, including employees of the controller or processor of personal data, as well as its deletion.

Legislation governing the processing of personal data

The processing of your personal data takes place in accordance with the requirements of the Law of Ukraine “On personal data protection”. The processing of personal data of customers who are in the territory of the EU or are the EU citizens is regulated, in particular, by the General Regulation on Data Protection of the EU 2016/679 (hereinafter referred to as “the GDPR”). In addition, the legislation of the countries with which we are in business-partnership relations, can establish additional requirements.

Scope of this Policy

This Policy applies to the “personal data and information we collect through this website”. “Personal data and information” in particular, but not exclusively, means data that personally identifies you, both individually and in combination with other information available to us. Examples of personal data include your name, location, telephone number, e-mail address, IP address and other information that you may provide when using our website.

By using this website and giving your direct consent to the processing of personal data, you accept the practices described in this Policy. If you do not agree with this Policy, please do not use / visit this website.

Personal data and information collected through our website

Personal identification information (personal data) means information that allows us to know exactly who you are. Personal information is required when ordering services, registering an application for consultation, etc. In particular, but not exclusively, this information may include your name, address (both legal and factual), e-mail address, contact phone number, name of the ordered service, its cost.. This information may be stored in our databases in connection with past or current cooperation with you or due to the fact that, in our opinion, you may be interested in receiving from us materials about our activities and services. This allows us to manage our relationships more effectively, improve our website and the services we offer you, as well as the target materials that we can send to you, according to your interests.

Impersonal identification information means information of a purely statistical nature, which itself does not identify specific individuals or legal entities, and which depends on your visits to the website. For example, this information may include the IP address from which you access the Internet, the date and time of access to the website, as well as the address of the website from which you linked directly to the website. This information shall be used in summary form using the resource <https://analytics.google.com/> in order to increase the usefulness and attractiveness of the website to users.

Usage of special features and password-protected sections

This website may contain special features and password-protected sections. When you register to use special features or password-protected sections, you may need to agree to special terms and conditions governing your use of special features or password-protected sections. In these cases, you will be asked for your direct consent to the special terms and conditions, for example, in the form of marking the field or clicking on the button confirming the acceptance of the User agreement – “I agree”.

Purposes of personal data processing

We provide our services within the territory of Ukraine, the European Union and other countries. We need your personal data so that our Partners and we can provide you with accurate information on the terms of cooperation and ensure quality communication in the process of fulfilling obligations and/or preparing for the conclusion of contracts (agreements), to comply with current legislation or according to existing legitimate interest, according to Article 6 of the GDPR.

We ask you to provide only those personal data that are necessary to provide service chosen by you, receive newsletters or to respond to your special request / claim. At the same time, if you choose to provide us with additional personal data, we may also process it with the required level of protection.

Time of processing (storage) of personal data

We will not store your personal data longer than necessary to fulfill the purpose for which they are processed or to comply with legislative requirements.

In order to determine the appropriate storage period, we determine the nature and category of personal data, the purposes for which we process them, and whether we can achieve these purposes by other means.

As a general rule, the maximum time for processing personal data in our Company is 1 (one) year. This does not apply to the information required to file tax returns for the period in which the relevant transaction took place. Such processing time corresponds to the Tax Code of Ukraine on the terms of storage of documents related to the accrual and payment of taxes and fees.

Cookies and similar technologies

We use Cookies and other web technologies in order to collect information and support certain functions of our websites. For example, we use these technologies in order to:

- collect information about the ways in which our websites are used by visitors on the pages visited, which use links and the length of stay on each such page;
- determine the effectiveness of our advertising campaigns and their management;
- support for the functions of our websites, for example, to eliminate the need to re-enter input information that is already in our database, or to re-set the settings already specified during previous visits to our websites; to personalize work with our websites.

Usually, the information collected through these web technologies does not allow you to identify yourself personally without undue effort. However, if you have left identifying information by filling out a callback request, “Contact us” form, or otherwise, we are required to notify you of the processing and storage of this information upon your request.

If you do not want to receive Cookies, you can configure the rejection of these files in your browser. In addition, you can also delete our Cookies after leaving the website. Although you do not have to download our Cookies when you visit our website, if you have set the rejection of Cookies in your browser, you will not be able to use all the features of our website.

We can also send you messages, Viber, WhatsApp, Instagram, Facebook Messenger and other messages using various OTT applications, SMS, messages of another type / means of transmission, depending on your chosen communication channel.

Provision by the Limited Liability Company “NOVA IT” with shared access to your personal data

Service providers. We share personal information and data with companies and organizations that provide services on our behalf, such as companies that provide us with support services (including transaction services, data center services, and web hosting services), or partners that help us provide our services. These third parties (Processors according to the GDPR definitions) are obligated in connection with the confidentiality agreements to use any personal information and data we share with them solely to provide services using commercially based measures to protect the privacy and security of your personal data and information.

Regulatory compliance, protection of our rights and the rights of other persons. We have the right to disclose personal data, when we honestly believe that the disclosure is performed in accordance with the legislation, according to a court order (decision) or a decision of another law enforcement agency. We also have the right to disclose personal information and data in order to prevent or investigate possible crimes, including fraud or theft of personal data, to enforce our terms of use of online resources or other agreements, and to protect our own rights, property, rights or safety of our users or other persons.

Aggregate information. We have the right to share demographic or survey information with third parties, but such information will be anonymous and do not contain any personal data or information. The aggregate information we share may include anonymous information collected through the use of Cookies and other similar tracking technologies, as described in the section “Cookies and similar technologies”.

General recommendations

We respect your right to choose how we collect, use and disclose your personal information. We also provide a link to “opt out” of news or promotional emails so that you can let us know that you are opposed to receiving this correspondence from us in the future.

Direct marketing

Before using your personal data for direct marketing purposes (or granting permission to our structural units / departments), we will give you the opportunity to allow or prohibit such use of your information and data. You can exclude yourself from our direct marketing mailings at any time by sending an email or written notice to the Data privacy officer. Please provide your full name, address, email address and telephone number in case of refusal, so that we can find you in our mailing lists. After we receive the necessary information, we will remove you from our mailing lists in accordance with current legislation of Ukraine and the European Union.

Procedure for accessing, updating or correcting your personal data

By contacting LLC “NOVA IT” in a way convenient for you - phone call, e-mail, Viber, WhatsApp, Instagram, Facebook Messenger, you can request a correction of your personal data and information.

Rights of personal data subjects

Rights of Personal data subjects in accordance with the legislation of Ukraine:

- to know about the sources of collection, location of their own personal data, purposes of their processing, location or place of residence (stay) of the owner or controller of personal data or give a corresponding order to obtain such information to their authorized persons, except as provided by the legislation;
- to receive information on the conditions for granting access to personal data, including information on third parties to whom their personal data is provided;
- to access their personal data;
- to receive no later than thirty calendar days from the date of receipt of the request, except as provided by the legislation, an answer as to whether their personal data are processed, as well as to receive the content of such personal data;
- to make a reasoned request to the Owner of personal data with an objection to the processing of their personal data;
- to make a reasoned request to change or destroy their personal data by any Owner and Controller of personal data, if such data are processed illegally or are inaccurate;
- to protect their personal data from unlawful processing and accidental loss, destruction, damage due to intentional concealment, non-provision or untimely provision, as well as to protect against the provision of information (data) that is inaccurate or tarnishes the honor, dignity and business reputation of the individuals;
- to file complaints with the Ukrainian Parliament Commissioner for Human Rights or the courts about the processing of their personal data;
- to apply legal remedies in case of violation of the legislation on personal data protection;

- to make restriction clauses about the restriction of the right to process their personal data when giving consent;
- to withdraw the consent to the processing of personal data;
- to know (get acquainted) the mechanism of automatic processing of personal data;
- to protect against the automated decision that has legal consequences.

Other rights of Personal data subjects under the GDPR:

- The right to processing information;
- The right to correct information about you;
- The right to revoke consent to the processing of personal data and the right to be forgotten;
- The right to restrict processing;
- The right to access personal data;
- The right not to be the subject of automated solution.

Protection of personal information by the Limited Liability Company “NOVA IT”

We use a comprehensive data security program that includes commercial-based administrative, physical and technological security measures intended to protect your personal information from unauthorized access, use, unauthorized or accidental destruction, alteration or disclosure. Although we take the necessary precautions to ensure the level of security, we cannot guarantee the absolute security of information provided through the Internet or stored in our databases against criminal interference by the third parties (hacker attacks).

Links (references) to other websites of the Limited Liability Company “NOVA IT”

This website contains hyperlinks to other websites of structural divisions of the Limited Liability Company “NOVA IT”. These other websites are standalone and separate websites. Each of them performs a specific function. Thus, each other website of the Limited Liability Company “NOVA IT” may be governed by its own terms of use and Privacy policy. When accessing the other websites of the Limited Liability Company “NOVA IT” via links from this website, please take a few minutes to read the Privacy policy published on each of the other websites of the Limited Liability Company “NOVA IT” that you visit.

Links (references) to other websites

This website may contain links (references) to the websites of other companies, including the websites of our Partners and third parties. This Policy does not apply to personal data collected on any of such websites. When accessing third-party websites through the links on this site, please take a few minutes to familiarize yourself with the Privacy policy published on such website.

Children

We do not use our website for intentional transfer of data from and to children under 18 years of age. If you are under 18, do not provide us with any personal information. If we find that a person under age of 18 has provided us with such information through one of our websites, we will use reasonable efforts to remove that information from our databases.

Contract data on issues related to the Privacy policy:

If you have any questions about this Policy or our privacy practices, please send an email or written notice to the Data Privacy Officer (see “For correspondence” on this page).

Limited Liability Company “NOVA IT”

For correspondence:

E-mail: support@novait.com.ua