



Privacy Policy

Last updated on December 19th, 2022

Copyright © 2022 Nubovi

Nubovi B.V. (“Nubovi”, “we”, “our”, “us”) respects your privacy. This Privacy Policy describes the types of personal data we collect from customers using Nubovi, how we use the personal data, and with whom we share it.

We also describe the rights you may have and how you can contact us about our privacy practices. Nubovi is responsible for the use of your personal data for the purposes described in this Privacy Policy. Our contact information can be found in the “Contact us” section.

1 Personal data we collect

The personal data we collect in order to offer our services includes your:

- Name;
- Email address;
- Job title;
- Account details, including password;
- Cloud provider access credentials;
- Financial details, including billing information.

If you do not provide the required information you may not be able to subscribe to our service.

In addition to this data, our website and service portal use cookies and other technologies to function effectively. These technologies record information about your use of our website and service portal, including:

- Browser and device data, such as IP address, device type, operating system and Internet browser type, screen resolution, operating system name and version, device manufacturer and model, language, plug-ins and add-ons;
- Usage data, such as time spent on our website and service portal, pages visited, links clicked, language preferences, and the pages that led or referred you to our website.

We also may collect information about your online activities on websites and connected devices over time and across third-party websites, devices, apps and other online features and services. We use third-party analytics services to help us analyze your use of our website and service portal, diagnose technical issues and improve our website and service portal. If you do not provide the required information you may not be able to subscribe to this service.

2 How we use the data we collect

We use the personal data that we collect in order to set up and maintain customer accounts, for accounting and invoicing purposes, to manage contracts, orders, and subscriptions, to provide troubleshooting and customer support services, for user authentication and security purposes, and to create usage reports and logs for each user. We process personal data for these purposes because we are required to do so in order to perform our contracts with customers. We also process personal data for the following business purposes because we have a legitimate interest in doing so:

- Maintaining customer account records, in order to administer our business;
- Importing, analyzing and displaying cloud information using cloud provider access credentials;
- Maintaining records relating to our customers, in order to administer our business;
- Managing our customer relationships and communicating with our customers, in order to administer our business and to update our customers about new features and services that we may offer;

- Complaint handling and dispute resolution, in order to resolve any complaints raised by our customers;
- Ensuring compliance with applicable Nubovi policies and procedures relating to our services, in order to ensure the security of our services and monitor compliance with our Terms & Conditions;
- Fraud detection and prevention, in order to ensure the security of our service and protect Nubovi and its users against fraud;
- Carrying out analytics, in order to identify potential improvements to our service and to measure engagement with our advertising campaigns.

In addition to the purposes above, we also process personal data when we are required to do so by law, for example in order to maintain accounting records.

3 How we share personal data

We may share personal data with service providers that support the delivery of Nubovi, including e-commerce platform Shopify and its payment processors, customer support service providers, and other service providers that process personal data on our behalf. Your cloud access credentials are never shared outside of Nubovi and are handled with extreme care.

In addition, we may disclose personal data about you (i) if we are required or permitted to do so by law or legal process, for example due to a court order or a request from a law enforcement agency, (ii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss, (iii) in connection with an investigation of suspected or actual fraudulent or other illegal activity, and (iv) in the event we sell or transfer all or a portion of our business or assets (including in the event of a reorganization, dissolution, or liquidation).

4 Data transfers

We may transfer the personal data that we collect about you to recipients in countries other than the country in which the personal data originally was collected. Those countries may not have the same data protection laws as the country in which you initially provided the personal data. When we transfer your personal data to recipients in other countries, we will comply with applicable legal requirements regarding providing safeguards for the transfer of personal information.

These safeguards include entering into the European Commission’s Standard Contractual Clauses with counterparties, and/or ensuring that counterparties are certified under the EU-U.S. or Swiss-U.S. Privacy Shield Framework. Further information about data transfers may be obtained by contacting us as indicated in the “Contact us” section of this Privacy Policy.

5 How we protect personal data

Nubovi maintains technical and organizational safeguards to ensure an appropriate level of security and confidentiality for your personal data, in accordance with our policies and applicable legislation. To learn more about security at Nubovi, please read our service documentation.

6 Retention of personal data

The time period for which we keep personal data depends on the purpose for which we collected it. In all cases we keep it for as long as necessary to fulfil the purposes for which we collected it. We will then delete the personal data, unless we are legally required to retain it or if we need to retain it in order to comply with our legal obligations (for example, for tax and accounting purposes).

7 Your rights

Subject to applicable law, you may have the right to request access to and rectification of the personal data we maintain about you, or to request the restriction of the processing of your personal data or to object to that processing on grounds relating to your situation. In addition, you may have the right to request erasure of your personal data from Nubovi's systems in certain circumstances provided by applicable law. Where technically feasible, upon written request and verifiable identification, we will provide you with a copy of the personal data provided to us by you in a structured, commonly used, machine readable format. To exercise these rights, please contact Nubovi as indicated below. You may lodge a complaint with a data protection authority if you are not satisfied with our response.

8 Updates to our privacy policy

This Privacy Policy may be updated periodically to reflect changes in our personal data practices. We will post a notice on our website to notify you of any significant changes to our Privacy Policy and indicate at the top of the Privacy Policy when it was most recently updated.

9 Contact us

If you have questions about how Nubovi handles your personal data or would like to exercise your rights, please reach out by visiting this page on our website: <http://www.nubovi.com/pages/contact>