



# 2018 Novility Privacy Statement

## Who We Are

Novility creates the most innovative hospitality tech and strives to be the industry's premier digital training supplier. Our global team designs and develops interactive learning tools that provide state-of the-art training unparalleled in the industry.

By integrating ergonomics best practices, we minimize risk and promote overall employee well-being. The result: improvement in operational productivity and manpower skill—key drivers in increasing profitability for hotels and creating a customer experience that exceeds expectations. At Novility, we believe wholeheartedly in learning by doing—and it's through employee analytics that we turn organizational insights into action.

## Company Info

Novility B.V.  
Leidsevaartweg 99-8  
2106 AS Heemstede  
The Netherlands

Chamber of Commerce No.: 54446201  
VAT number: NL851308387B01

## Novility's 7 RULES to guarantee your privacy

1. We practice full transparency with regard to your personal data: we tell you why, how long and where it is stored.
2. We only use your data for the purposes indicated on this page.
3. We only retain the necessary data for the required period of time.
4. We will always process and protect your data to the best of our abilities against unauthorized access and/or loss.
5. If we use third parties to process your information, we guarantee that we only work with third parties who share our principles.
6. We will never sell your data.
7. We will always try to help you regarding any questions you might have concerning the way we process your data.

Please, consider that the information contained herein only concerns the processing of your personal data on our website.

## Personal data/ Personal Information

Personal data/Personal Information is data that is either directly about you or can be traced back to you. We process this data to provide you with the services you request and provide the answers to your questions, or to assess your employment application.

We handle your personal data with great care. Novility processes your data in accordance with the General Data Protection Regulation and the Dutch Telecommunications Act.



### **What personal data do we process?**

Novility processes your personal data when you fill in our contact form and /or, more in general, when you provide your personal information to us. Below you will find an overview of the personal data that we process:

- First and last name
- Gender
- Company and job title
- Address data
- Phone number
- E-mail address
- Other personal data that you actively provide, for example by submitting an application or responding to a vacancy (including your curriculum vitae and motivation letter).

### **Why do we need this information?**

Novility processes your personal data for the following purposes:

- to enable you to request (information about) our products and services;
- to offer webinars and online demos of our products and services;
- to enable you to chat with us on our website;
- to enable you to sign in to your account and use our services;
- to analyse statistics and optimise the website;
- to market and advertise our products and services, if you have consented to it, including by using online advertising networks and their cookies or similar technologies that are implemented on our website and other websites around the web, please see also our cookie policy for more information on this topic.
- to keep you up to date about our commercial developments and offers via our newsletter, if you have subscribed to it, or if you are already our client and have not opted-out from receiving this kind of communication;
- to enable you to apply for a job at Novility;
- to handle your incoming questions and requests, for example via a contact form, the chat functionality on our website, or e-mail.

### **How long do we keep your data?**

We will not store your personal data for longer than is strictly necessary to achieve the purposes for which your data is collected. If you have specific questions about how long we keep your data, please contact: [contact@novility.com](mailto:contact@novility.com).

### **With whom do we share your personal data?**

Novility will never sell your data to third parties. We will only share your personal information when this is necessary for processing your request, for the execution of the agreement we have with you, or to comply with a legal obligation. We maintain data processing agreements with all companies processing your data on our behalf and under our instructions, to guarantee you the same level of protection and confidentiality of your data.

Please note: our website may contain links to web pages of other providers for which we cannot guarantee full protection of your personal data. We, therefore, advise you to read the Privacy Statements of these third parties carefully.

This website is hosted on a server provided and managed by Godaddy. The information concerning the way GoDaddy processes personal information and the data processing agreement we have in place can be retrieved on <https://nl.godaddy.com/agreements/showdoc.aspx?pageid=27912>.



### **How secure is your personal your data with us?**

Novility takes the protection of your data very seriously and adopts appropriate measures to prevent misuse, loss, unauthorized access, unwanted disclosure, or any unauthorized modification of your personal data. Our safety measures are constantly being improved and are fully in line with technological developments.

If you feel that your data is not properly secured, sense there are indications of possible abuse, or if you simply have questions about our security measures, please contact us through [contact@novility.com](mailto:contact@novility.com).

### **Your rights: Right of access, correction, deletion, etc.**

You have the right to access and view the personal information we hold about you. You also have the right to correct and adjust your information. Further, within the margins allowed by current legislation, you have the right to block the processing of your personal information and/or have this data deleted.

You can send your requests to [contact@novility.com](mailto:contact@novility.com).

In order to ensure that the request you are submitting has been originated by you, we will contact you and possibly request a copy of your ID. Novility will respond to your request(s) as soon as possible, in any case within four (4) weeks.

### **Where do we process your data?**

Your Personal Data may be stored and processed in countries outside the EEA, which may have data protection rules that are different from those of your country. When this is the case, we have put in place adequate measures, such as the Standard Contractual Clauses adopted by the European Commission. You may obtain a copy of these measures by contacting us at [contact@novility.com](mailto:contact@novility.com).

### **Newsletter & information**

We would love to keep you informed about our new products and initiatives. Please consider that Novility operates a strict "opt-in" policy. This means that if you are not already our customer, we are not going to send you any newsletter or unsolicited information unless you have requested to receive these updates from us.

If you wish to receive our newsletter, we assume that you are the owner of the e-mail address you are using and you actually agree to receive the newsletter. This data is only collected to send you the newsletter and to document our entitlement to do so. This data will not be sold to third parties. You can cancel your subscription to our newsletter by updating your preferences and also revoke your consent at any time by emailing us at [contact@novility.com](mailto:contact@novility.com).

Where you are already a customer, you can withdraw your authorization to receive our newsletter and information by sending us an email at: [contact@novility.com](mailto:contact@novility.com), or simply click the link underneath every marketing communication we send you, and we will immediately take you off our marketing list.

### **Cookies**

Novility utilizes technical and functional cookies. Moreover, after you have provided your consent, we also use analytical and marketing cookies. For more information about the cookies we utilize, please see our [COOKIE POLICY](#).

### **Social plug-ins**

Novility uses social plug-ins (hereafter referred to as buttons) from social networks such as Facebook, Twitter, and LinkedIn.

When you visit our website, these buttons are deactivated by default, meaning that no data is sent to the relevant social networks without your intervention. Before you can use the buttons, you must activate them with a click. The button remains activated until you switch it off again or delete the cookies in your browser. More information about cookies can be found in our [cookie policy](#).

After activation, a direct connection to the server of the relevant social network is built up.

Unfortunately, we have no influence on what data the social networks collect with their social plug-ins. For more information about the purpose, collection, processing, and use of your data by the relevant social networks, we refer you to their respective privacy statements.

### **Complaints**

Complaints about the handling of your personal data can be submitted to [contact@novility.com](mailto:contact@novility.com).

If you are dissatisfied with our answers and with the way we process your data, you can submit your complaint to the Dutch Data Protection Authority (Autoriteit Persoonsgegevens: <https://autoriteitpersoonsgegevens.nl/>).

You will find additional information on this topic in our response to your complaint.

Our Privacy Statement can change as a result of new developments and new laws. You can always find the most recent [privacy statement](#) on our website. This Privacy Statement was last modified on 18th June. 2018. We advise you to consult this statement regularly, to be sure you are always aware of any changes.