



Privacy Policy – NUVIO

Effective Date: 15/03/2026

NUVIO ("we", "our", "us") is committed to protecting and respecting your privacy. This policy explains how we collect, use, and store your personal data when you use our website and services.

1. Information We Collect

We may collect and process the following data:

- Name, email address, and phone number
- Business information
- Enquiry details submitted via forms, chat, or calls
- Usage data (website interactions, analytics)

2. How We Use Your Information

We use your data to:

- Respond to enquiries and provide services
- Deliver and operate the NUVIO AI System
- Improve performance and user experience
- Send service-related communications

3. AI & Automation

By using our services, you acknowledge that:

- Your data may be processed by AI systems
- Automated responses may be used across chat, SMS, email, and calls

4. Data Sharing

We may share data with trusted third parties including:

- CRM platforms (e.g. GoHighLevel)
- Communication providers (SMS, email systems)
- Analytics tools

We do not sell your personal data.

5. Data Storage & Security

We take appropriate measures to protect your data against unauthorised access, loss, or misuse.

6. Your Rights

Under UK GDPR, you have the right to:

- Access your data
- Request correction or deletion
- Object to processing

To exercise these rights, contact: support@nuvio.biz

7. Contact

If you have any questions about this policy:

Item	Detail
Email	support@nuvio.biz
Company	NUVIO