

Neos Privacy Policy

This privacy policy relates to services provided by Neos Ventures Ltd (“we”, “our”, “us”).

We are committed to protecting and respecting your privacy and personal data.

This Privacy Policy, together with our Terms and Conditions, which can be found here:

<https://neos.co.uk/terms-and-conditions/> sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

For Aviva Privacy policy go to <https://www.aviva.co.uk/legal/privacy-policy.html>

WE MAY COLLECT AND PROCESS THE FOLLOWING PERSONAL DATA ABOUT YOU:

- Information that you provide directly via our mobile application, for example during app set up;
- Information that you provide when you report any problem with our app
- If you contact us, we may keep a record of that correspondence, including any phone number or email address you use
- Information that you provide when completing surveys that we use for research purposes;
- Event data collected from sensors installed in your home
- Details of your usage of our mobile application including, but not limited to, traffic data, location data, logs, error & crash-reporting, and other communication data and the resources that you access
- Information available about your usage or configuration of your mobile device, including the presence of other applications, unique device-identifying information, and any cellular network, IP, Wi-Fi or Bluetooth data
- Information you give us explicit permission to access from your mobile device, including your address book, photos, geolocation, gyroscopes, data from your cameras or microphones. You may choose not to give permission to share this data, but it may restrict the usage of certain features of the mobile application
- Information provided by Aviva to us on registration or when policy details are changed
- Information provided to us from other third parties who we use to provide our service to you

WE PROCESS PERSONAL INFORMATION FOR THE PURPOSES OF:

- providing you with our services;
- monitoring, analysing and improving those services
- sharing information with our partners and service providers to provide our service to you

USE OF IP ADDRESSES

We may collect information about your computer, including where available your IP address, operating system and browser type, for system information and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

WHERE WE STORE YOUR PERSONAL DATA

The data we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work for us or one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to any member of our group of companies, which includes our subsidiaries, our ultimate owner and any undertakings owned by it.

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 Neos Ventures 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 and Conditions or other agreements; or to protect the rights, property, or safety of us, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction
- If you give explicit permission to do so

ACCESS TO PERSONAL DATA

You have a right to access the personal data held about you or to obtain a copy of it. Any access request may be subject to a statutory fee to meet our costs in providing you with details of the information we hold about you. We may ask you to verify your identity and for more information about your request. To obtain a copy of the personal information we hold about you, please write to us at Neos Ventures Ltd, 47 Bermondsey Street, London, SE1 3XT

CHANGES TO OUR PRIVACY POLICY

Any material changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by email.

CONTACT

If you have any requests concerning your personal information or any queries with regard to these practices please contact us by emailing us at hello@neos.co.uk or writing to Neos Ventures Ltd, 47 Bermondsey Street, London, SE1 3XT