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Privacy Notice

Who We Are

We are NOVUX AI LTD, a company based in the UK, providing AI-powered personal development and coaching solutions to users worldwide.

What Data We Collect

When you use our services, we may collect:

- Name, email address, and contact details
- Payment information (processed securely by our payment provider, WIX)
- Usage data (how you interact with our platform)
- Cookies and similar tracking technologies

How We Use Your Data

We use your data to:

- Provide and improve our coaching services (using anonymised extracts from conversations, for Quality Assessment and Improvement)
- Process payments
- Communicate with you about your account or our services
- Ensure the security and integrity of our platform
- Comply with legal obligations

Legal Basis for Processing

We process your data based on:

- Performance of a contract (to deliver our services)
- Legal obligations (e.g., tax, anti-fraud)
- Legitimate interests (improving our services, ensuring security)
- Consent (for cookies and marketing, where applicable)

International Data Transfers

Your data is stored on servers in the UK. If we transfer data outside the UK/EU, we ensure appropriate safeguards are in place.

Cookies

We use cookies to make our site work, analyse usage, and improve your experience. You can manage your cookie preferences in your browser settings. A detailed cookie policy will be available soon.

How Long We Keep Your Data

We keep your data only as long as necessary for the purposes described above, in accordance to local UK law. See our [Data Retention Policy] for more detailed information.

Your Rights

You have the right to:

- Access your data
- Correct inaccurate data
- Request deletion of your data
- Object to or restrict processing
- Withdraw consent (where processing is based on consent)
- Data portability

To exercise your rights, contact us at support@novux.ai.

How to Complain

If you're still concerned with how we handle your data, you can contact us or complain to the UK Information Commissioner's Office (ICO).

Contact Us

For questions or requests about your data, email us at support@novux.ai.

Updates to This Notice

We may update this notice from time to time. We'll notify you of significant changes.