NovaTech Solutions — Privacy & Data Policy

Data Collection

NovaTech collects the following categories of personal data:

Account Information: Name, email address, phone number (optional), billing address, and payment method details. This information is collected when you create an account or make a purchase.

Usage Data: We collect information about how you use our products, including feature usage statistics, session duration, and crash reports. This data is anonymized and used to improve product quality. You can opt out of usage analytics in your account settings.

Device Data: For NovaHome products, we collect device identifiers, firmware version, network information (Wi-Fi signal strength, connected devices), and sensor data (temperature readings, motion events). Camera footage is stored only when you have cloud recording enabled and is encrypted at rest and in transit.

Communication Data: When you contact our support team, we retain records of your communications (emails, chat transcripts, phone call summaries) for quality assurance and training purposes. Call recordings are retained for 90 days and then permanently deleted.

Data Storage and Security

All NovaTech customer data is stored in SOC 2 Type II certified data centers operated by Amazon Web Services (AWS). Data is encrypted at rest using AES-256 encryption and in transit using TLS 1.3.

Cloud Suite Data: Documents, spreadsheets, and other files are stored in the AWS region you or your administrator selects during account setup. Available regions are US-East (Virginia), EU-West (Ireland), and APAC-Southeast (Singapore). Data does not leave your selected region unless you explicitly share a document with a user in a different region.

NovaHome Data: Camera footage and device logs are stored in the same region as your account. Local storage options (microSD card for cameras) keep data entirely on your premises.

Password Security: Passwords are hashed using bcrypt with a work factor of 12. We never store passwords in plain text. We support two-factor authentication via TOTP authenticator apps and hardware security keys (FIDO2/WebAuthn).

We perform annual third-party penetration testing and publish a summary report at novatech.com/security. Our bug bounty program offers rewards from $100 to $10,000 for responsibly disclosed vulnerabilities.

Data Retention and Deletion

Account Data: Your account data is retained for as long as your account is active. If you delete your account, all personal data is permanently erased within 30 days, except for data we are legally required to retain (such as financial transaction records, which are retained for 7 years per tax regulations).

Cloud Suite Files: When you delete a file, it moves to the Trash folder where it remains for 30 days before permanent deletion. Team administrators can adjust the trash retention period from 7 to 90 days. After permanent deletion, the data is purged from our backup systems within 14 additional days.

NovaHome Camera Footage: Cloud-stored camera clips are retained based on your subscription plan — 30 days for free accounts, 60 days for NovaCare+, and 90 days for Enterprise accounts. After the retention period, footage is automatically and permanently deleted. You can manually delete clips at any time from the NovaHome app.

Data Export: You may export all your data at any time by going to Account Settings, then Privacy, then Download My Data. We will prepare a zip file containing all your personal data, documents, and account information. This process takes up to 48 hours and you will receive an email with a secure download link.

To request complete account deletion, email privacy@novatech.com or use the "Delete My Account" button in Account Settings. Deletion is irreversible.

GDPR and CCPA Compliance

NovaTech complies with the General Data Protection Regulation (GDPR) for customers in the European Economic Area and the California Consumer Privacy Act (CCPA) for California residents.

Under GDPR, you have the right to access, correct, port, and delete your personal data. You also have the right to object to processing and to withdraw consent at any time. Our Data Protection Officer can be reached at dpo@novatech.com.

Under CCPA, California residents have the right to know what personal information is collected, the right to delete it, the right to opt out of the sale of personal information, and the right to non-discrimination for exercising these rights. NovaTech does not sell personal information to third parties.

For data processing agreements (DPA) required by GDPR for enterprise customers, contact legal@novatech.com.