What we do with your data

Short version: this website sets no cookies, loads nothing from third parties and tracks nobody. The only personal data we get is what you type into a form, plus the server logs every web server keeps.

Last updated 8 October 2026. This statement covers the website novogara.com. If you are a customer, the processing of your account, service and billing data is governed by the agreement between us.

Who is responsible

Novogara BV, Kingsfordweg 151, 1043GR Amsterdam, the Netherlands.
Chamber of Commerce 67854060 · VAT NL857199857B01
Questions about your data: support@novogara.com

What this website does not do

- It sets **no cookies** at all, and uses no local storage in your browser.
- It runs **no analytics or tracking** — no Google Analytics, no tag managers, no tracking pixels, no social media buttons.
- It loads **nothing from third parties**. The typeface and the map on our contact page are served from our own server, so your browser never contacts anyone else while you read this site.
- We do not profile you, we do not sell or rent data, and we do not send marketing.

What we do process

1. What you send us through a form

Our contact form and quote form ask for your name and email address, and optionally your company, budget and a message. The quote form also asks for technical specifications, which are not personal data.

We use this only to answer you. The submission is emailed to our own mail server and kept in our support mailbox, together with the IP address it was sent from, which helps us deal with abuse of the form. The legal basis is our legitimate interest in answering enquiries, and — where you are asking for a quote — taking steps at your request before entering into a contract.

We keep correspondence for as long as it is useful for the relationship, and delete it on request.

2. Server logs

Like every web server, ours records each request: your IP address, the date and time, the page requested, the response status, the amount of data sent, the page you came from and your browser's user agent. We

use this to keep the site running, to investigate faults and to detect abuse. The legal basis is our legitimate interest in the security and availability of our systems.

Raw log files are deleted after 14 days.

3. Visitor statistics

We generate our own visitor statistics from those logs, on our own server, using AWStats. No third party is involved and the reports are not public. These aggregated files include visitor IP addresses, so **we delete them after three months** — automatically, on the first of each month.

Who else sees it

Nobody. We do not share personal data with third parties for their own purposes, and there are no advertising or analytics companies involved in this website.

We are established in the Netherlands and act under Dutch and European law. When law enforcement lawfully requires data, we comply and assist where required. We will not hand your details to other third parties.

Where your data is

On our own servers in the Netherlands, on our own network. Nothing about this website is outsourced to a cloud provider, and no data is transferred outside the European Economic Area.

Security

The site is served over HTTPS with HSTS. Access to the servers and to the support mailbox is limited to the engineers who need it.

Your rights

You can ask us to show you what personal data we hold about you, to correct it, to delete it, to restrict what we do with it, or to provide it in a portable form. You can also object to processing based on legitimate interest.

Mail support@novogara.com and we will deal with it. If you are not satisfied with how we handle it, you have the right to complain to the Dutch data protection authority, the Autoriteit Persoonsgegevens.

What we do not keep

There is no general data retention obligation for providers in the Netherlands; the law that required it was struck down in 2015 and never replaced. We keep no traffic records beyond what we need to run and troubleshoot the network, and we do not build a history of who connected to what.

If an authority lawfully orders us to preserve data we actually hold, we comply with that order. We cannot preserve what we never collected, and we do not start collecting it in case someone asks later.

Data on your own server

This is worth stating plainly, because business customers and their auditors ask. Our servers are **unmanaged**: we deliver the machine and the network under it and we have no access to what you store on it. For the data on your server you are the controller and we are not your processor — we never see it, and we have no account on it.

For the data you give us as a customer — your contact details, your company details, your invoices — we are the controller, and this statement describes what we do with it.

If your own compliance needs it on paper, our data processing agreement sets all of this out formally — roles, security measures, sub-processors, breach notification and deletion.

Abuse reports

Reports sent to abuse@novogara.com are handled as part of our notice and takedown procedure. We keep them for as long as needed to deal with the report and to show what action we took.

Changes

If we change what this website does with data, we update this page and the date at the top.

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