



Nexgen Development Software Limited

Registered in England & Wales

Company Number: **15752169**

Registered Office:

Ragan House

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Warrington

WA4 1JH

United Kingdom

Website:

www.nexgen-development.co.uk

Support:

support@nexgen-development.co.uk

Privacy Policy

Last Updated 27th July 2026

1. Introduction

This Privacy Policy explains how **Nexgen Development Software Limited** ("Nexgen", "we", "our" or "us") collects, uses, stores and protects your personal information when you visit our website, contact us or use our products and services.

We are committed to protecting your privacy and handling your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains:

- what information we collect;
 - how we use your information;
 - who we share it with;
 - how we keep it secure; and
 - your rights in relation to your personal data.
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2. Important information and who we are

This Privacy Policy applies to personal information collected through:

- our website;
- enquiries submitted through our website;
- email and telephone correspondence;
- demonstrations of the Nexgen platform; and
- the provision of our software and related services.

Our website is intended for business users and is not directed at children. We do not knowingly collect personal information relating to children.

3. Data Controller

Nexgen Development Software Limited is the Data Controller responsible for your personal information.

If you have any questions about this Privacy Policy or how we handle your personal data, please contact us:

Email: support@nexgen-development.co.uk

We aim to respond to all privacy enquiries promptly and in accordance with applicable data protection legislation.

4. The Personal Data We Collect

Personal data means any information relating to an identified or identifiable individual, either directly or indirectly.

Depending on how you interact with Nexgen, we may collect the following types of personal information:

Identity Data

This includes your name, job title, company name and any username or account identifier associated with our services.

Contact Data

This includes your business email address, telephone number, postal address and other contact details you provide when communicating with us.

Account Data

If you use the Nexgen platform, we may collect information required to create and manage your user account, including login credentials, permissions and account settings.

Technical Data

This includes your IP address, browser type and version, operating system, device information, time zone, website usage information and diagnostic data collected when you access our website or services.

Usage Data

This includes information about how you use our website and the Nexgen platform, including pages visited, features used and interactions with our services.

Communication Data

This includes enquiries submitted through our website, emails, support requests, meeting notes, demonstration bookings and any correspondence between you and Nexgen.

Marketing Preferences

This includes your preferences regarding receiving marketing communications, newsletters, event invitations and product updates from Nexgen.

Financial and Transaction Data

Where applicable, we may collect billing information, payment details and records relating to products or services purchased from us.

We may also create anonymous, aggregated statistical information from the data we collect. This information cannot identify any individual and is used solely to help us improve our website, products and services.

5. How We Collect Your Personal Data

We collect personal information in a number of ways, including:

Information you provide directly

You may provide personal information when you:

- complete a contact form on our website;
- request a product demonstration;
- enquire about our products or services;
- request support;
- subscribe to marketing communications or newsletters;
- register to use the Nexgen platform;
- correspond with us by email, telephone or video meeting.

Information collected automatically

When you visit our website or use the Nexgen platform, we automatically collect certain technical information using cookies and similar technologies. This may include your IP address, browser type, operating system, device information and details of how you interact with our website.

Further information can be found in our **Cookie Policy**.

Information received from third parties

We may receive personal information from trusted third parties, including:

- analytics providers (such as Google Analytics);
 - CRM and marketing platforms (such as HubSpot);
 - publicly available business information (such as Companies House);
 - organisations that introduce prospective customers to Nexgen.
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6. How We Use Your Personal Data

We will only use your personal information where we have a lawful basis to do so under UK data protection legislation.

The main purposes for which we use your personal information include:

Providing our products and services

To create and manage user accounts, deliver the Nexgen platform, provide training, onboarding, customer support and fulfil our contractual obligations.

Lawful basis: Performance of a contract.

Managing customer relationships

To communicate with you about our products and services, respond to enquiries, provide technical support and manage our ongoing business relationship.

Lawful basis: Performance of a contract and our legitimate business interests.

Improving our products and services

To understand how our website and platform are used, monitor performance, identify improvements and develop new functionality.

Lawful basis: Legitimate interests.

Marketing communications

To send you information about Nexgen products, events, newsletters or other services that may be relevant to your organisation.

You can opt out of marketing communications at any time by using the unsubscribe link in our emails or by contacting us directly.

Lawful basis: Consent or legitimate interests, where permitted by law.

Website administration and security

To maintain the security of our website and systems, monitor performance, detect fraud or unauthorised access and protect our business and users.

Lawful basis: Legitimate interests and legal obligations.

Compliance with legal obligations

To comply with applicable laws, regulations, court orders and other legal or regulatory requirements.

Lawful basis: Legal obligation.

Changes to how we use your information

If we need to use your personal information for a purpose that is materially different from the reason it was originally collected, we will explain the reason and identify the lawful basis that allows us to do so.

7. Sharing Your Personal Data

We only share your personal information where it is necessary to provide our products and services, operate our business or comply with our legal obligations.

We may share your personal information with:

Service Providers

Trusted third-party suppliers who provide services on our behalf, including:

- cloud hosting and infrastructure providers;
- customer relationship management (CRM) systems;
- website analytics providers;
- email and communication platforms;
- payment processing providers (where applicable);
- professional advisers, including legal, accounting and insurance providers.

These organisations only process personal information on our instructions and are required to keep it secure and confidential.

Business Transfers

If Nexgen Development Software Limited is involved in a merger, acquisition, investment or sale of all or part of its business, personal information may be transferred as part of that transaction, subject to appropriate confidentiality and legal safeguards.

Legal Requirements

We may disclose personal information where required to do so by law or where we believe disclosure is necessary to:

- comply with legal obligations;
 - protect our legal rights;
 - prevent fraud or criminal activity;
 - protect the safety or security of our customers, employees or business.
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We Never Sell Your Data

Nexgen does **not** sell your personal information to third parties.

8. International Transfers

Nexgen uses carefully selected technology providers to deliver and support our services. Some of these providers may process or store personal information outside the United Kingdom.

Where personal information is transferred internationally, we ensure that appropriate safeguards are in place to protect your information. These safeguards may include:

- UK International Data Transfer Agreements (IDTAs);
- the UK Addendum to the EU Standard Contractual Clauses (SCCs); or
- transfers to countries recognised by the UK Government as providing an adequate level of data protection.

We only work with reputable suppliers that maintain appropriate technical and organisational security measures to protect personal information.

9. Data Security

Protecting personal information and maintaining the security of our systems is fundamental to how Nexgen operates.

We regularly review and improve our security controls to ensure they remain appropriate for the evolving cyber security landscape and the needs of our customers.

We maintain appropriate technical and organisational measures to safeguard personal information against accidental loss, unauthorised access, alteration, disclosure or destruction.

Our security measures include, where appropriate:

- secure cloud hosting;
- encrypted communications using HTTPS/TLS;
- role-based access controls;
- multi-factor authentication for administrative accounts;
- regular software updates and security patching;
- monitoring and logging of critical systems;
- routine data backups and disaster recovery procedures;
- access controls to ensure staff only access information required for their role.

We regularly review our security controls and processes to help ensure they remain effective and appropriate for our business.

Where we use third-party service providers, we require them to maintain appropriate security standards and protect any personal information they process on our behalf.

10. Data Retention

We only retain personal information for as long as it is necessary to fulfil the purposes for which it was collected, including satisfying legal, regulatory, accounting and contractual requirements.

The length of time we retain information depends on the nature of the information and the reason it was collected.

Examples include:

- Customer account information is retained for the duration of the customer relationship and for an appropriate period afterwards to meet legal and contractual obligations.
- Financial records are retained in accordance with UK tax and accounting legislation.
- Marketing information is retained until you unsubscribe or ask us to stop contacting you.
- Support enquiries and correspondence may be retained to help us provide ongoing customer support and improve our services.

Where personal information is no longer required, we will securely delete or anonymise it in accordance with our data retention procedures.

11. Your Privacy Rights

Under UK data protection legislation, you have a number of rights regarding your personal information.

These include the right to:

- request access to the personal information we hold about you;
- request that inaccurate or incomplete information is corrected;
- request that your personal information is deleted where appropriate;
- object to certain types of processing;
- request that we restrict how we process your information;
- request a copy of your personal information in a portable format where applicable;
- and
- withdraw your consent where processing is based on your consent.

To exercise any of these rights, please contact us at:

support@nexgen-development.co.uk

We will respond to your request in accordance with applicable data protection legislation and normally within one calendar month.

12. Fees

You will not normally have to pay a fee to exercise your privacy rights.

However, where requests are clearly unfounded, repetitive or excessive, we may charge a reasonable administrative fee or refuse the request where permitted by law.

13. Identity Verification

To help protect your privacy, we may ask you to provide information to verify your identity before responding to your request.

14. Contact Us

If you have any questions about this Privacy Policy or how we process your personal information, please contact us:

Nexgen Development Software Limited

Email: **support@nexgen-development.co.uk**

We are committed to responding promptly and working with you to resolve any questions or concerns regarding your personal information.

15. Complaints

If you are unhappy with the way we have handled your personal information, please contact us first so we have the opportunity to resolve your concerns.

If you remain dissatisfied, you have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**, the UK's independent authority for data protection.

Website: <https://ico.org.uk>

16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, our services or the way we process personal information.

The latest version will always be available on our website and the "Last Updated" date at the top of this document will indicate when changes were made.

17. Third-Party Websites

Our website may contain links to third-party websites for your convenience.

These websites operate independently of Nexgen and have their own privacy policies. We are not responsible for the privacy practices or content of third-party websites, and we encourage you to review their privacy policies before providing any personal information.

18. Questions About This Policy

If you have any questions about this Privacy Policy or require it in an alternative format, please contact:

support@nexgen-development.co.uk