

Privacy Policy

Nousmata Ltd · Co. No. 17409443 · ICO No. C2017510 · Effective: 4 September 2026

1. Who We Are

Nousmata Ltd (“we”, “us”, “our”) is a private limited company registered in England and Wales (Company No. 17409443). Our registered office is Pickering Nook Garage, Clough Dene, Burnopfield, Durham, NE16 6EU, United Kingdom. We are registered with the Information Commissioner’s Office (ICO No. C2017510). We operate GarageAI, a parts quoting and order management platform (the “Portal”). This policy explains how we collect, use, store, and protect personal data in connection with the Portal.

2. Data We Collect

When you register for or use the Portal, we may collect:

- Company name, branch name, and contact name
- Business email address and telephone number
- Telegram username or chat ID (if you choose to link Telegram for notifications)
- Parts categories, delivery radius preferences, and branch postcode
- IP address and browser/device type (for security logging)
- Quote requests, responses, and order records created through the Portal
- Login timestamps and access codes used during registration

We do not collect payment card details. We do not use cookies for tracking or advertising.

3. How We Use Your Data

We use your personal data to:

- Create and manage your supplier account
 - Geocode your branch postcode to match you with nearby garages
 - Deliver parts quote requests from registered garages to you
 - Forward your replies and order confirmations to the requesting garage
 - Send operational notifications (via Telegram or email) about quote activity
 - Maintain security logs and prevent fraudulent or abusive access
 - Produce anonymised usage statistics for our own operational purposes
 - Comply with our legal and accounting obligations
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4. Legal Basis for Processing

We process your personal data under the following lawful bases (UK GDPR Art. 6):

Purpose	Lawful Basis
Account registration and management	Contract (Art. 6(1)(b))
Postcode geocoding for supplier matching	Contract (Art. 6(1)(b))
Delivering quote requests and replies	Contract (Art. 6(1)(b))
Operational notifications	Contract (Art. 6(1)(b))
Security logging	Legitimate interests (Art. 6(1)(f))
Legal and accounting compliance	Legal obligation (Art. 6(1)(c))

5. Data Sharing

We share your data only as necessary to provide the service:

- With the garage(s) that sent you a quote request — limited to your company name, response text, and order details
- With Railway.app, our cloud hosting and database provider (PostgreSQL, EU infrastructure)
- With Cloudflare, Inc., our CDN, DNS, and file storage provider
- With Telegram Messenger (only if you choose to link your Telegram account)
- With Twilio Inc., if an SMS invitation was used to invite you to the platform
- With public authorities if required by law or court order

We do not sell, rent, or share your personal data with third parties for marketing purposes.

6. Data Retention

We retain your account data for as long as your supplier account is active. Quote and order records are retained for a minimum of 6 years to satisfy legal and accounting obligations under the Companies Act 2006. Security logs are retained for 90 days. Telegram message relay records are purged automatically after 30 days. On account deletion, personal data is removed within 30 days subject to mandatory legal retention requirements.

7. Your Rights

Under UK GDPR you have the right to:

- Access the personal data we hold about you (Subject Access Request)
- Correct inaccurate or incomplete data
- Request erasure of your data (“right to be forgotten”), subject to legal retention obligations
- Restrict or object to processing
- Data portability — receive your data in a structured, machine-readable format
- Withdraw consent at any time where processing is based on consent
- Lodge a complaint with the ICO at ico.org.uk — Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

To exercise any right, contact us at privacy@nousmata.co.uk. We will respond within one calendar month.

8. Security

All data in transit is encrypted via HTTPS/TLS. Data at rest is encrypted by our infrastructure providers. Portal access is controlled by JWT token-based authentication with no tracking cookies. Admin access to systems is separately authenticated. We conduct periodic security reviews.

9. International Transfers

Our primary database is hosted within the EU (Railway.app). Cloudflare operates a global CDN and participates in the UK–US Data Bridge. If you link Telegram, messages transit Telegram’s infrastructure (Telegram FZ-LLC, Dubai). Twilio Inc. (US, UK–US Data Bridge) may process your phone number if an SMS invitation was used.

10. Cookies and Tracking

The Portal does not use cookies for tracking or advertising. Authentication uses JWT bearer tokens stored in browser memory only. No third-party analytics or advertising scripts are embedded.

11. Changes to This Policy

We may update this policy from time to time. The current version is always available at portal.nousmata.co.uk. We will notify registered suppliers of material changes by email at least 14 days before they take effect.

12. Contact

Nousmata Ltd

Company No. 17409443 · ICO No. C2017510

Pickering Nook Garage, Clough Dene, Burnopfield, Durham, NE16 6EU, United Kingdom

Privacy enquiries: privacy@nousmata.co.uk

General enquiries: suppliers@nousmata.co.uk

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