

Privacy Policy

Effective Date: 29 July 2026

Version 1.0 · Effective Date: 29 July 2026 · Document Owner: GrowthNest Media Private Limited

01 Introduction

GrowthNest Media Private Limited ("GrowthNest Media", "we", "our", or "us") is committed to protecting your privacy and ensuring that personal information is processed fairly, lawfully, securely and transparently.

This policy applies whenever you interact with our websites, online enquiry forms, client portal, telephone surveys, marketing campaigns, customer support services, business relationships or other services operated by GrowthNest Media.

We implement appropriate technical and organisational measures designed to safeguard personal data against unauthorised access, accidental loss, misuse, disclosure, alteration or destruction.

02 Who We Are

GrowthNest Media Private Limited is an international customer acquisition, lead generation, market research and digital marketing company providing compliant marketing and customer engagement solutions.

Our services include consumer and business lead generation, telephone surveys, market research, customer acquisition, data validation and enhancement, digital marketing, client portal services, API lead delivery and website enquiry management.

Legal name: GrowthNest Media Private Limited

Company registration number: 173 513 110

ICO registration number: ZC206 706

Website: www.growthnestmedia.co.uk

Privacy email: privacy@growthnestmedia.co.uk

Registered office: 128 City Road London EC1V 2NX United Kingdom

03 UK Representative

GrowthNest Media has appointed a United Kingdom Representative to assist with matters relating to UK data protection legislation and regulatory communications.

UK Representative: Mark Povey

Organisation: Integrit Integrated Solutions Ltd (Trading as Integritis)

Company number: 163 943 610

Registered office: 1 Union Street

Long Eaton Nottingham NG10 1HH United Kingdom

Website: www.integritis.uk

04 Scope of this Policy

This policy applies when you visit our website, complete an online enquiry, submit information through a marketing campaign, participate in a telephone survey, contact customer support, register as a client, access the client portal, receive marketing, purchase services, apply for employment or interact with us through social media.

05 Information We Collect

Depending on your interaction with us, we may collect identity and contact information such as name, title, gender where relevant, date of birth or age range, telephone number, mobile number, email address, postal address, postcode and country.

For surveys, we may collect campaign-relevant information such as current service providers, product ownership, consumer preferences, household or property information, insurance details, energy supplier, broadband provider, vehicle ownership, lifestyle preferences and marketing interests.

We may also collect technical information including IP address, browser type, device information, operating system, cookies, usage statistics, referral URLs, pages visited and session duration, together with records of communications such as calls, emails, live chat, contact forms, SMS and WhatsApp where applicable.

06 Information We Do Not Intentionally Collect

Copyright

This document is the confidential and proprietary property of GrowthNest Media Private Limited. No part may be reproduced without prior written permission.

We do not intentionally collect bank-account details, payment-card details, National Insurance numbers, passport or driving-licence numbers, political opinions, religious beliefs, trade-union membership, biometric information or genetic data unless specifically required by law or voluntarily provided for a legitimate business purpose. We do not knowingly collect personal information relating to children under 18.

07 How We Collect Personal Information

We collect information directly from you, automatically through our digital platforms and, where legally permitted, from authorised third parties.

- Website enquiries, service registration, surveys, quotations, support requests, newsletters, employment applications and client portal access
- Telephone, email, live chat and social-media communications
- Cookies and similar technologies, including IP address, browser and device data, pages visited, session duration and referral source
- Business partners, marketing partners, public sources, social-media platforms, lead-generation partners, identity-verification and fraud-prevention providers, and regulators

Where data is obtained from third parties, we take reasonable steps to ensure it was collected lawfully and may be used for the intended purpose.

08 Lawful Basis for Processing

We process personal information only where a lawful basis applies under the UK GDPR.

- Consent — for example, email marketing, SMS, surveys, newsletter subscriptions, promotional communications and cookie preferences where required
- Contract — to provide services, manage client relationships, fulfil contractual obligations, process enquiries and orders, and administer accounts
- Legitimate interests — including service improvement, fraud prevention, network security, customer relationship management, analytics, quality assurance, staff training, direct marketing where permitted, suppression lists and legal claims
- Legal obligation — where required by law, regulation or lawful public-authority requests
- Vital interests — in exceptional circumstances to protect an individual's vital interests

Consent may be withdrawn at any time without affecting processing already carried out lawfully.

09 How We Use Your Personal Information

- Deliver requested services and respond to enquiries
- Generate and validate marketing leads and conduct market research
- Manage customer relationships, contracts, invoices and payments
- Operate the client portal and deliver leads through secure API or encrypted file transfer
- Maintain suppression lists, prevent fraud, monitor quality and train staff
- Meet legal and regulatory obligations, improve our services and protect systems against cyber threats

We process information that is relevant, adequate and limited to what is necessary for the stated purposes.

10 Marketing Communications

Where required by law, we obtain consent before sending electronic marketing communications. Where permitted, we may rely on legitimate interests for certain business-to-business communications and other lawful marketing activities.

You may opt out by using an email unsubscribe link, contacting us, telling a representative during a call or emailing privacy@growthnestmedia.co.uk. Opt-out requests are processed promptly and details may be added to an internal suppression list.

11 Telephone Communications & Call Recording

We conduct telephone surveys, customer engagement activities and client communications. Calls may be monitored or recorded for quality assurance, compliance monitoring, staff training, dispute resolution, fraud prevention, security and accurate record keeping.

Where required, callers will be informed that a call may be recorded. We endeavour to display a valid caller-identification number whenever reasonably practicable, and individuals may ask for marketing communications to stop at any time.

12 Cookies & Website Technologies

We use essential, performance, analytics, functional and security cookies to improve functionality, analyse traffic and enhance user experience. Where required by law, you can manage preferences before non-essential cookies are placed on your device.

You can also manage cookies through browser settings, although disabling some cookies may affect website functionality.

13 Sharing Your Personal Information

We share personal information only where necessary, lawful and proportionate to provide services or meet legal obligations.

- Authorised employees, contractors and approved business partners
 - Clients receiving lead-generation or marketing services where appropriate and lawful
 - Professional advisers, cloud hosting, CRM, communications, payment, IT-support and cybersecurity providers
 - Government bodies, regulators, law-enforcement agencies and courts where disclosure is required by law
- Third parties acting on our behalf must maintain appropriate security and process personal data only in accordance with our instructions and applicable law. We do not sell personal information.

14 International Transfers of Personal Information

As an international business, we may transfer personal information between jurisdictions, including the United Kingdom, India and countries where service providers operate.

Where a transfer is outside the UK, we use appropriate safeguards such as International Data Transfer Agreements, the UK Addendum to Standard Contractual Clauses where appropriate, contractual safeguards, encryption, access controls and organisational policies.

15 Information Security

We maintain an information-security programme designed to protect personal information from accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access.

- TLS/SSL transmission security and encrypted storage where appropriate
- Role-based access controls, multi-factor authentication and secure cloud infrastructure
- Firewalls, intrusion detection, endpoint protection and vulnerability assessment
- Audit logging, confidentiality agreements, security training and incident-response procedures
- Business-continuity and disaster-recovery planning

No method of transmission or storage is completely secure; we continually review and improve our controls.

16 Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including legal, regulatory, contractual and business requirements. When the applicable period ends, data is securely deleted, anonymised or otherwise disposed of in accordance with our Data Retention Policy. Information may be retained longer for litigation, investigations or legal claims where permitted or required.

17 Your Rights

Subject to applicable law, you may have rights to be informed, access information, correct inaccuracies, request erasure or restriction, object to legitimate-interest and direct-marketing processing, receive portable data where applicable, withdraw consent and raise concerns about automated decision-making or profiling.

You may lodge a complaint with the ICO or another competent supervisory authority. Submit requests to privacy@growthnestmedia.co.uk ; we respond to valid requests within the timescales required by law.

18 Children's Privacy

Our services are intended for people aged 18 or over. We do not knowingly collect personal information from children. If we become aware that information about a child was collected unintentionally, we will take appropriate steps to delete it promptly unless retention is legally required.

19 Changes to this Privacy Policy

We may update this policy to reflect changes in legislation, regulatory guidance, technology, business operations or data-processing activities. This current version will always be published on our website with its effective date. Where material changes affect rights, we may notify affected people through appropriate channels where required by law.

20 Contact Us

For questions about this policy or how we process personal information, contact GrowthNest Media Private Limited.

Website: www.growthnestmedia.co.uk

Privacy email: privacy@growthnestmedia.co.uk

ICO registration: ZC206706

UK Representative: Mark Povey
Integrit Integrated Solutions Ltd (Trading as Integritis)
1 Union Street Long Eaton
Nottingham NG10 1HH
United Kingdom
www.integritis.uk

Document control: Privacy Policy Version 1.0
Effective Date: 29 July 2026
Review: Annual or sooner if required
Approved by: Board of Directors
Classification: Public

Copyright

This document is the confidential and proprietary property of GrowthNest Media Private Limited. No part may be reproduced without prior written permission.

Copyright

This document is the confidential and proprietary property of GrowthNest Media Private Limited. No part may be reproduced without prior written permission.

© 2026 GrowthNest Media Private Limited. All Rights Reserved.