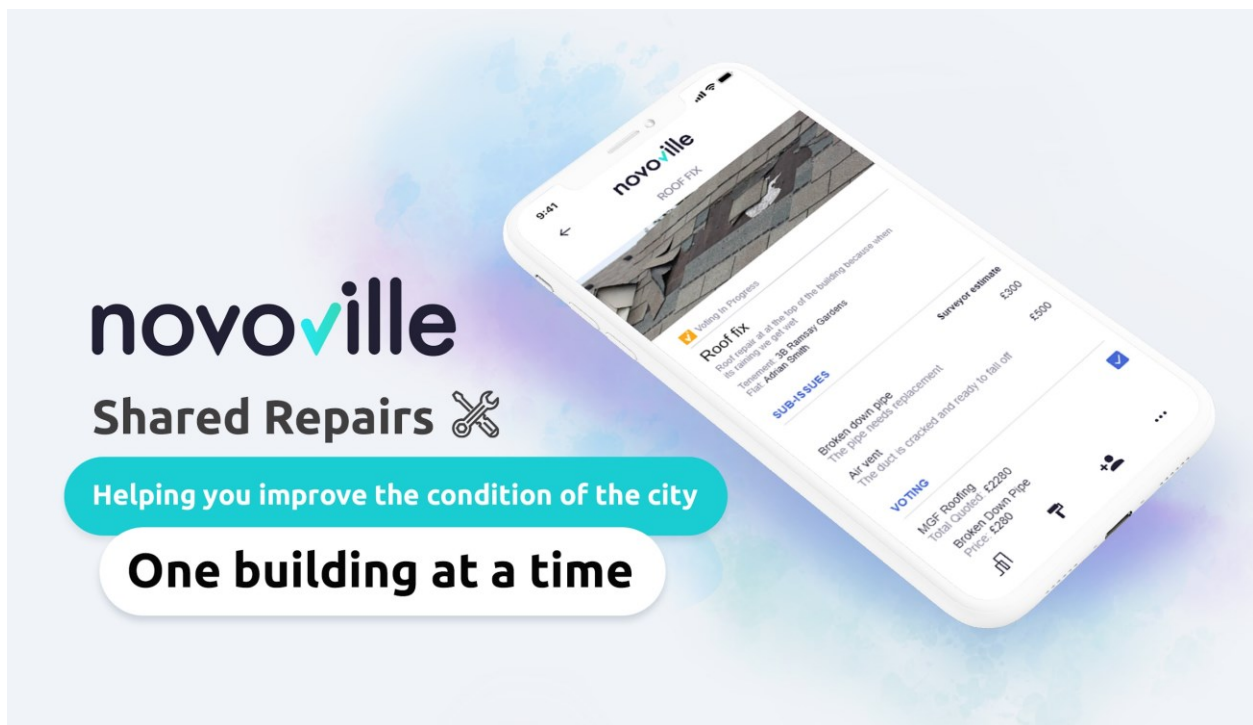


SERVICE DEFINITION
WRITTEN FOR THE DIGITAL MARKETPLACE G-CLOUD 15

Novoville

COMMUNAL (SHARED) REPAIRS MANAGEMENT PLATFORM (SRM)



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Overview

Novoville Shared Repairs Management suite is a cloud-hosted software service delivered through a mobile app and web platform, enabling local authorities, housing associations, owners' associations and property managers to facilitate, manage and progress communal repairs in buildings with mixed ownership or multiple stakeholders.

The service addresses common challenges in shared repairs programmes, including difficulty engaging all owners, delays in reaching agreement, lack of transparency over costs and responsibilities, and the administrative burden associated with coordinating surveys, quotations, payments and enforcement activity.

Shared Repairs is delivered as a modular, off-the-shelf service comprising:

- a resident-facing mobile app and web platform, used by owners and occupiers to organise, agree and fund repairs collaboratively; and
- a secure organisation management dashboard, used by councils, housing associations and property managers to oversee and support communal repairs activity at scale where required.

The resident-facing mobile and web applications can be used directly by owners' associations or self-factoring blocks, providing a digital alternative to traditional property factoring arrangements. This enables owners to coordinate repairs, take decisions, appoint contractors and manage shared funds without appointing a managing agent, while still allowing local authorities to provide support, guidance or intervention where appropriate.

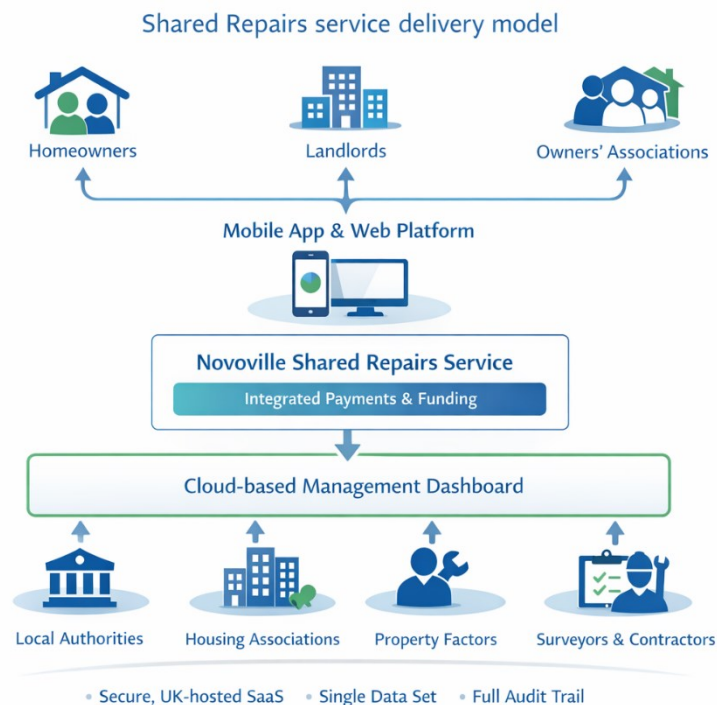
The service supports a range of public sector use cases, including councils acting as landlord, councils acting as facilitator or enabler, housing associations managing mixed-tenure blocks, and property factors or owners' associations delivering communal repairs on behalf of owners.

Shared Repairs is provided as a secure, UK-hosted software-as-a-service (SaaS) solution, with no requirement for local infrastructure. It is designed to integrate with existing processes and contractor frameworks and can typically be configured and deployed within 30 days.

The resident-facing Novoville mobile app is available to download for free on Google Play and the Apple App Store. The web version of the same app can be integrated in minutes and accessed on any website. The management dashboard is accessible in a secure logged-in environment hosted on Novoville's infrastructure.

Novoville is a UK business that has been helping authorities significantly increase

engagement and customer satisfaction since 2016. We deliver cost savings over short timescales for local authorities by accelerating channel shift. Our team has extensive experience in local and central government, data analytics, behavioural economics and software development. We have received multiple awards and are one of the top 10 GovTech startups in Europe, serving over 100 local authorities and 3.5m citizens across 4 European countries as of January 2026. If you are interested in discovering our other solutions for local authorities, please visit our website.



Product Description

The Novoville Shared Repairs service is delivered through a combination of resident-facing digital tools and an organisation management dashboard, supported by an integrated and secure payments capability.

The service is modular by design and can be deployed in different configurations depending on the buyer's role and objectives. This allows Shared Repairs to support owners without factors or established associations as well as self-factoring owners' associations, councils acting as facilitator or landlord, housing associations managing mixed-tenure stock, and property factors delivering communal repairs services.

The service is delivered through the following components:

- Resident-facing mobile app and web platform, used by owners and occupiers to report issues, collaborate with other owners, obtain surveys and quotations, take decisions, and manage shared funds for communal repairs.
- Organisation management dashboard, used by local authorities, housing associations and property managers to oversee communal repairs activity, manage cases and communications, support enforcement or assistance schemes, and monitor performance across portfolios of buildings.
- Integrated payments and funding capability, enabling the secure collection, apportionment and reconciliation of shared repair costs through a dedicated digital payment account provided by an FCA-regulated payment partner. This removes the need for joint bank accounts and reduces delays caused by payment coordination.

Each component can be configured to reflect local policy, processes and contractor frameworks, and can be integrated with existing systems where required. All components are delivered as a cloud-hosted software-as-a-service (SaaS) solution and accessed via standard web browsers or mobile applications.

Mobile App

Homeowners and Landlords

The Shared Repairs service includes a resident-facing mobile app and web platform that enables homeowners, landlords and owners' associations to organise, agree and fund communal repairs collaboratively. The service can be accessed via standard web browsers or mobile applications, ensuring accessibility for users with different levels of digital confidence and device access.

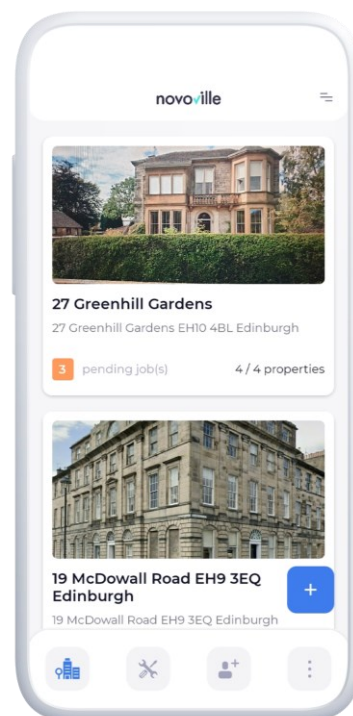
The resident-facing service is designed to support self-managing and self-factoring buildings, including owners' associations that wish to coordinate communal repairs without appointing a traditional property factor. It provides a structured, transparent process that reduces reliance on informal communication, individual initiative or manual administration.

Through the mobile app and web platform, owners can:

- identify and engage other owners within the same building;
- document and share issues affecting communal areas;
- discuss options and agree a course of action collaboratively;
- obtain surveys and quotations from trusted contractors;
- take formal decisions through in-app voting; and
- collect and manage shared funds for communal repairs.

The service guides users through a step-by-step journey aligned with relevant local legislation and policy. This reduces delays, increases transparency between owners, and creates a clear audit trail of decisions, communications and payments.

Where issues cannot be resolved through voluntary agreement, the service provides clear escalation routes, including signposting to local authority support mechanisms such as missing share arrangements, enforcement activity or other statutory interventions.



Property Factors

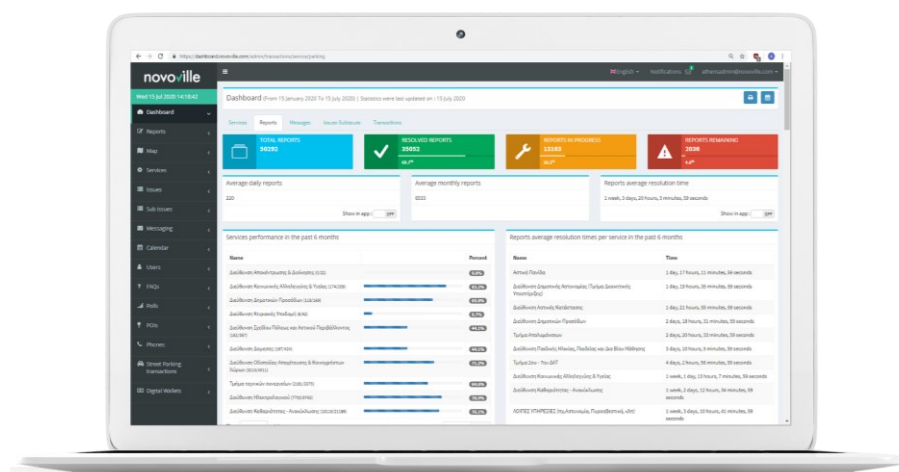
Where a property factor or managing agent is appointed, the Shared Repairs service provides a digital-first operating model that supports the efficient management of communal repairs in factored and mixed-tenure buildings.

In these cases, the progression and administration of repairs, maintenance and improvement works takes place through the organisation management dashboard. The resident-facing mobile app and web platform is then deployed to owners and occupiers to support transparent communication, consultation and decision-making at building level.

This approach enables property factors to manage communal repairs more efficiently while ensuring that owners remain informed and involved. Routine works below an agreed financial threshold can be communicated to residents through the app, while works requiring formal approval can be supported through in-app consultation, quotation sharing and voting.

Shared Repairs reduces the administrative burden traditionally associated with factoring by digitising communications, approvals and payments. It provides a single system for managing repairs activity, issuing bills and reminders, monitoring sinking funds, and maintaining a clear audit trail of decisions and expenditure.

For local authorities and housing associations, this model improves visibility of communal repairs activity in factored blocks, reduces the likelihood of disputes escalating to enforcement, and supports more consistent standards of service delivery across the local housing market.



Surveyors and Construction Professionals

The Shared Repairs service supports transparent and efficient engagement with surveyors and construction professionals, while remaining compatible with existing local authority procurement arrangements, approved contractor lists and Trusted Trader schemes.

The service provides a structured process for reporting issues, commissioning surveys and obtaining quotations. Surveyors and contractors receive clear, standardised information about the building and the issue being addressed, including photographs, descriptions and ownership context.

Quotations and survey responses are submitted through structured digital forms designed to promote consistency, transparency and comparability. This enables owners, owners' associations and councils to assess proposals more easily, reduces the risk of misunderstanding, and supports fair decision-making.

Once a decision to proceed has been reached, the service supports secure and transparent payment collection through an integrated digital payment account. Contractors can be provided with confirmation that funds have been collected before work commences, reducing payment risk and delays.

By integrating contractor engagement into a clear, auditable process, Shared Repairs helps local authorities and housing organisations improve standards, reduce disputes and support timely delivery of communal repairs without introducing a standalone marketplace or replacing existing procurement frameworks.



Dear Door Entry Systems Services Ltd,

You have new business!

A new repair report has been submitted by 5 Maritime Street EH6 6SB Edinburgh through Novoville Shared Repairs, the fast and safe way for proprietors to carry out Shared Repairs.

You will find details of this tenement's issue by clicking on them blue button below. If you need more information, you are welcome to contact the owners to arrange a viewing, or video call.

In order to bid for this work, you will need to submit a quote on the form provided. Only 3 fields are mandatory: a name for the solution, a price, and your bank account details (so you can be paid if you are chosen).

By viewing the Repair report, you are accepting our Terms of service which you can consult here : https://novoville.com/sharedrepairs_trader

If you'd like to know more about what Novoville Shared Repairs is, and why it was created, please visit our website [Shared Repairs || novoville](https://novoville.com). Our blog will give you some more context.

If you have any further questions, give us a call or drop us a line. Our contact details are below.

Web App

The Shared Repairs service includes a web-based platform that provides the same functionality as the resident-facing mobile application and uses the same underlying data and processes. This ensures a consistent user experience and a single audit trail regardless of how the service is accessed.

The web platform enables access to Shared Repairs through standard web browsers, supporting users who do not wish to download a mobile application or who require access through shared or assisted devices. This includes owners' associations, volunteer-led self-factoring groups, patch officers, landlords and letting agents managing multiple properties.

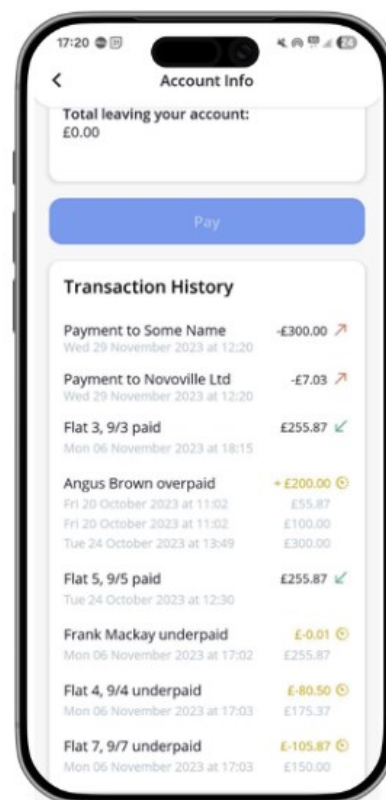
The web platform can be accessed via a standalone link or embedded within existing websites. Local authorities and housing organisations can integrate the service into relevant web pages using a simple “sticky button” or link, allowing users to access Shared Repairs directly from trusted online environments.

Data created through the web platform and mobile application is shared seamlessly, ensuring that all participants have access to the same information and that decisions, communications and payments are recorded consistently across channels.

Payments & Access to Funding

The Shared Repairs service includes an integrated payments and funding capability designed to remove one of the most significant barriers to progressing communal repairs: the secure collection, management and reconciliation of shared funds.

Through the service, homeowners, owners' associations, housing organisations and councils can establish a dedicated digital payment account for the purpose of managing communal repairs and sinking funds. This removes the need to open and



administer joint bank accounts and reduces delays caused by manual payment coordination.

When repair or maintenance works are progressed through the service, the system automatically calculates each owner's financial contribution in line with the agreed cost apportionment. Incoming payments are reconciled automatically using unique payment references, providing a clear and auditable record of contributions and expenditure.

Payments are processed through an FCA-regulated payment partner, and users are kept informed of payment and processing stages through automated notifications. This supports transparency between owners and reduces the risk of disputes or misunderstandings.

The service can also integrate local and national funding or assistance schemes into the user journey. This enables owners to understand their eligibility for grants or support at the point of need, and supports local authorities in directing funding more effectively. For example, eligibility checks for conservation or heritage-related funding can be embedded directly within the service, helping to ensure that owners do not miss opportunities for financial assistance and that works align with local policy objectives.

Cloud-based Management Dashboard

The Shared Repairs service includes a secure, cloud-based management dashboard used by local authorities, housing associations and appointed managing agents to oversee, support and manage communal repairs activity at scale.

The dashboard provides organisations with a single environment for managing shared repairs across portfolios of buildings, including mixed-tenure stock and complex ownership arrangements. It supports both organisations directly managing works and those acting as facilitator or enabler for owner-led repairs. The dashboard comprises a set of configurable tools, including:

- **Case management**, enabling organisations to log, track and monitor communal repairs activity, including large-scale regeneration or improvement activity, with a clear audit trail of actions and decisions.
- **Shared repairs management**, providing a structured workflow for progressing repairs, associating contractors, issuing consultations, recording decisions and coordinating payments in line with established shared repairs processes.
- **Customer relationship management (CRM)**, enabling organisations to communicate with residents and owners at building or portfolio level, whether or not they actively use the resident-facing app or web platform.
- **Content management (CMS)**, allowing organisations to publish guidance, FAQs

and local policy information directly within the resident-facing service, supporting consistent messaging and reducing avoidable contact.

The dashboard provides real-time visibility of communal repairs activity, including live cases, communications, payments, assistance schemes and enforcement actions. Built-in performance metrics support operational oversight, service improvement and reporting.

User access is controlled through role-based permissions, ensuring that staff can access only the functions relevant to their role. The dashboard is delivered as part of the Shared Repairs SaaS service and accessed through a secure web browser.

Council 'as landlord' & Housing Associations

The Shared Repairs service supports local authorities and housing associations in their role as landlord, managing agent or programme lead for communal repairs and improvement works in mixed-tenure and wholly owned buildings.

The service is particularly suited to scenarios where councils or housing associations are responsible for coordinating works across multiple owners, managing statutory consultation, and maintaining oversight of large or complex programmes of repairs, maintenance or regeneration.

Where the organisation owns a majority of properties within a building, the management dashboard can be configured to mirror the organisation's existing case management and decision-making processes. This allows repairs programmes to be progressed in line with established policies and statutory requirements, while maintaining a clear audit trail of actions, communications and expenditure.

Where the organisation is a minority owner, the service supports councils and housing associations in facilitating and driving owner-led repairs. The resident-facing mobile app and web platform can be used to engage private owners, share information, coordinate surveys and quotations, and support agreement and payment collection, while the dashboard provides oversight and escalation capability where voluntary agreement cannot be reached.

For housing associations, Shared Repairs supports the management of mixed-tenure stock by providing a consistent digital approach to consultation, communication and recharge, reducing administrative overhead and improving transparency for both tenants and owner-occupiers.

Across both majority and minority ownership scenarios, the service helps organisations accelerate decision-making, reduce delays to essential works, and improve housing conditions, while maintaining governance, compliance and visibility.

Property Factors and Managers

Where a property factor or managing agent is appointed, the Shared Repairs service provides a digital operating model that supports the efficient delivery of communal repairs on behalf of owners.

In this model, property factors and managers use the management dashboard to progress repairs, coordinate contractors, issue consultations where required, and manage billing and payment collection. The resident-facing mobile app and web platform is used to communicate with owners and occupiers, providing visibility of works, supporting voting and consultations, and reducing the need for manual correspondence.

The dashboard includes customer relationship management (CRM) and content management (CMS) capabilities that enable factors to automate routine communications, issue reminders, respond to common queries and publish building- or service-specific guidance. This reduces frontline support effort and improves consistency of service delivery.

By digitising communications, approvals and payments, Shared Repairs reduces administrative overhead for managing agents while improving transparency for owners. For local authorities and housing associations, this approach supports more consistent standards of communal repairs management across the local housing market and reduces the likelihood of disputes escalating to formal complaints or enforcement.

Project Scope

Deployment of the Shared Repairs service follows a structured, low-risk delivery approach designed to support rapid implementation while allowing configuration to local policy, processes and objectives.

The service is delivered using an off-the-shelf, configurable software-as-a-service (SaaS) model, avoiding the need for bespoke development or local infrastructure.

Delivery is typically structured across three phases:



Typical Shared Repairs service delivery phases

- Exploration and requirements analysis
- Integration and launch
- Ongoing support

This approach enables local authorities, housing associations and managing organisations to deploy Shared Repairs in a controlled manner, with clear responsibilities, defined outputs and early engagement of stakeholders.

Exploration Phase

The Exploration Phase is a time-limited configuration and onboarding period designed to ensure that the Shared Repairs service is deployed in line with the buyer's objectives, policies and operating model. This phase typically lasts up to six weeks.

During this phase, Novoville works with the buyer to configure the service using standard platform capabilities, without bespoke development. Activities typically include:

- confirming the buyer's objectives and intended use cases for Shared Repairs;
- identifying relevant user groups and operating models (e.g. council as landlord, facilitator, owners' associations, managing agents);
- mapping key user journeys to existing platform functionality;
- defining the scope and stages of deployment;
- identifying and preparing data required for configuration (e.g. property information, contractor frameworks);
- creating or adapting local content for the resident-facing service; and
- agreeing an approach to onboarding and communications.

Novoville provides demonstrations of the service interfaces and supports early onboarding of internal stakeholders during this phase. Training for staff users is included.

Key outputs of the Exploration Phase include:

- a confirmed deployment scope and configuration approach;
- agreed user roles and permissions;
- prepared content and data for launch; and
- an agreed implementation and launch plan.

Integration & Launch Phase

The Integration and Launch Phase typically takes between one and three months and focuses on configuring the Shared Repairs service for live use, preparing data and users, and supporting a controlled go-live.

The service is delivered as a cloud-hosted SaaS solution and does not require the installation of local infrastructure. Integration activities are limited to configuration, data setup and optional connections to existing systems where required.

Where the resident-facing mobile app and web platform are deployed:

- Novoville configures an instance of the Shared Repairs service for the locality or organisation;
- the buyer provides agreed branding assets and confirms content for publication; integration with local Trusted Trader schemes or approved contractor lists is completed where applicable;
- localised in-app content is finalised and signed off; and
- a communications and onboarding approach is implemented to support uptake.

Where the management dashboard is deployed:

- Novoville configures a dedicated dashboard instance aligned to the agreed scope;
- the buyer provides agreed datasets (e.g. property or portfolio information) for upload;
- case workflows and permissions are configured to reflect local processes; and
- staff user accounts are created and onboarding completed.

Launch is typically delivered in two stages:

- a controlled live-testing phase with a limited user group and dataset; followed by
- a full launch with deployment at scale.

At the end of this phase, the Shared Repairs service is live, configured to local requirements, and supported by trained users and agreed operational processes.

Support Phase

Following launch, Shared Repairs is used as the live service for managing communal repairs activity across buildings with multiple owners or stakeholders.

During live operation:

- client teams manage buildings, cases and repair activities through the service;
- contractors, surveyors and managing agents interact with Shared Repairs in line with their assigned roles;
- owners and residents engage through the mobile app or web platform where enabled;
- decisions, communications and payments are captured, reused and reported through a single, auditable system.

Novoville provides ongoing support as part of the service, including:

- access to the helpdesk and ticketing system;

- resolution of technical issues in line with the agreed Service Level Agreement (SLA);
- account management support;
- guidance on configuration changes as operational needs evolve.

Configuration changes (for example updates to workflows, forms, communications or permissions) can be introduced during live operation without disruption. This allows organisations to adapt the service to changes in policy, ownership arrangements or operational learning while maintaining continuity of service.

Assumptions

- Shared Repairs is delivered as a configurable SaaS platform; bespoke feature development is not included unless explicitly agreed in writing.
- Configuration is limited to platform-supported options (workflows, forms, permissions, communications and content).
- Integration with third-party systems is supported via defined interfaces but may require coordination with external providers.
- Resident and owner access is optional and enabled only where required by the client's operating model.
- Shared Repairs does not provide regulated assessments, professional certifications or enforcement decisions; these remain the responsibility of the client and its appointed professionals.
- Shared Repairs does not provide financial services, lending or credit. Payments are facilitated via a regulated third-party payment provider.

Support and service management

Novoville provides structured support and service management as part of the Shared Repairs SaaS service. Support is designed to ensure service availability, enable effective day-to-day use and allow the service to evolve over time without bespoke development.

Support levels

Shared Repairs includes a single, standard support tier suitable for public-sector deployment.

Support includes:

- access to an online helpdesk and ticketing system;
- telephone support during UK business hours (09:00–17:00, Monday to Friday, excluding UK Bank Holidays);
- monitoring and response to critical availability issues outside standard hours;
- incident management in line with the agreed Service Level Agreement (SLA).

Support covers:

- platform availability and performance issues;
- defects or unexpected behaviour within the Shared Repairs service;
- user access and role-related issues;
- guidance on correct use of service features.

Service requests and configuration changes

In addition to incident support, Shared Repairs supports ongoing service requests related to configuration and operation.

Configuration changes supported within the standard service include:

- updates to workflows and decision stages;
- changes to forms, data fields and validation rules;
- updates to automated communications and triggers;
- changes to user roles and permissions;
- updates to guidance text, content and document requirements.

These changes are managed through the support process and implemented within agreed timescales, subject to platform capabilities. Configuration changes do not involve bespoke software development and are applied in a controlled manner to avoid disruption.

Service Level Agreement

Novoville provides service levels appropriate for a public-sector SaaS platform supporting live service delivery. Full SLA terms are provided as part of the contractual documentation.

Support hours

Standard support is available Monday to Friday, 09:00–17:00 (UK time), excluding UK Bank Holidays. Critical availability issues are monitored and escalated outside standard hours.

Incident priorities and response times

Priority	Description	Response time
Level 1	Complete service outage	within 4 hours
Level 2	Major functionality failure	within 24 hours
Level 3	Degraded functionality	within 48 hours
Level 4	Minor issues or queries	within 5 working days

Resolution targets

For issues within Novoville's control:

- Level 1: **48 hours**
- Level 2: **72 hours**
- Level 3: next standard release cycle
- Level 4: prioritised as agreed

Availability

Shared Repairs is delivered as a cloud-hosted SaaS service with a target availability of 99.9% uptime, measured annually and excluding notified planned maintenance.

Account management and escalation

Each public-sector client is assigned a designated account manager who acts as the primary point of contact, coordinates support and service requests, and manages escalation where required.

Account management typically includes:

- acting as the primary point of contact;
- coordinating support and configuration requests;
- supporting onboarding of new users or contractors;
- advising on best-practice use of the service;
- supporting changes arising from policy or operational updates;
- periodic service reviews as agreed with the client.

Information security, accessibility, and assurance

Shared Repairs is designed, operated and supported in line with recognised public-sector standards for information security, cyber security and digital accessibility.

Information security management

Novoville operates an Information Security Management System (ISMS) certified to ISO/IEC 27001. This certification covers the design, development, hosting and support of cloud-based software systems, including Shared Repairs.

Cyber security assurance

Novoville is Cyber Essentials certified, demonstrating appropriate controls against common cyber threats.

Digital accessibility

Shared Repairs complies with WCAG 2.2 Level AA. Accessibility is assessed through automated and manual testing, including testing with assistive technologies, and is treated as an ongoing requirement.

Evidence and documentation

Supporting evidence, including:

- ISO 27001 certification,
- Cyber Essentials certification,
- WCAG 2.2AA accessibility conformance documentation,

is available to buyers on request and can be provided as part of procurement due diligence.

Hosting and infrastructure

Novoville Shared Repairs is hosted on Amazon Web Services (AWS) cloud infrastructure within UK data centres. The service is deployed using AWS services that are widely adopted across the UK public sector and support high availability, resilience and security best practice.

Cloud hosting model

Shared Repairs is delivered as a multi-tenant SaaS application hosted within AWS. The hosting environment is managed by Novoville and forms part of its ISO/IEC 27001-certified Information Security Management System.

Key characteristics include:

- hosting within AWS data centres located in the UK;
- logical separation of customer data within a shared infrastructure;
- encrypted data storage and encrypted data in transit;
- controlled administrative access with audit logging.

Availability, resilience, and scalability

AWS infrastructure supports:

- elastic scaling to accommodate changes in programme size and usage;
- high availability through redundant services and failover mechanisms;
- routine backup and recovery processes.

This enables Shared Repairs to support both pilot deployments and large-scale use without changes to the underlying hosting model.

Security responsibilities

Novoville operates Shared Repairs under the shared responsibility model defined by AWS:

- Amazon is responsible for the security of the underlying cloud infrastructure;
- Novoville is responsible for application security, configuration, access control and

data protection within the service.

This model is reflected in Novoville's ISO/IEC 27001 controls and Cyber Essentials certification.

GDPR and Data Protection

Shared Repairs is operated in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Roles and responsibilities

For the purposes of data protection legislation:

- the Client (typically owners, a local authority, housing association or managing organisation) acts as the Data Controller; and
Novoville acts as a Data Processor, processing personal data on the Client's behalf in order to deliver the Shared Repairs service.

Novoville processes personal data strictly in accordance with the Client's documented instructions and does not determine the purposes or lawful basis of processing.

Data subjects and data types

Depending on the scope of deployment, Shared Repairs may process personal data relating to:

- owners, residents or occupiers;
- client employees;
- contractor, surveyor or managing agent employees.

Processed data may include:

- identifying and contact information;
- property and building information;
- records of issues, decisions, communications and payments;
- supporting documentation uploaded in connection with communal repairs activity.

Where required, limited special category data (for example health-related evidence submitted in support of reasonable adjustments) may be processed under the Client's instructions and lawful basis.

Processing purposes

Personal data is processed solely for the purpose of operating Shared Repairs as a communal repairs and building management service, including:

- managing shared repairs workflows and case records;
- coordinating engagement with owners, contractors and managing agents;
- capturing decisions, approvals and communications;
- supporting reporting, audit and oversight requirements.

Shared Repairs does not make automated decisions that produce legal or similarly significant effects on data subjects.

Payments and sub-processors

Payments within Shared Repairs are facilitated through **Modulr Finance Limited**, an FCA-authorised payment services provider. Modulr supports the creation and operation of dedicated digital payment accounts used to manage shared repair costs.

Novoville does not provide financial services, lending or credit and does not hold client or resident funds.

Location of processing and data residency

Shared Repairs is hosted within AWS UK data centres. Client data is processed and stored in the UK.

There are:

- no routine international data transfers;
- no requirement for access to client infrastructure or networks.

Client data is backed up within the cloud environment to support availability and resilience.

Technical and organisational measures

Novoville implements appropriate technical and organisational measures to protect personal data, including:

- role-based access control;
- encryption of data in transit (TLS 1.2 or above) and at rest (AES-256);
- vulnerability management and patching;
- regular security testing;
- change management and controlled release processes.

These measures form part of Novoville's ISO/IEC 27001-certified Information Security Management System.

Sub-processors

To deliver the Shared Repairs service, Novoville uses the following sub-processors:

- AWS for cloud hosting;
- communications and notification service providers supporting email, SMS or in-app messaging.

All sub-processors are subject to appropriate contractual, data protection and security controls.

Data subject rights and client support

As Data Controller, the Client is responsible for responding to data subject rights requests.

Shared Repairs supports this by enabling Clients to:

- access and export personal data;
- correct or update personal data;
- restrict or delete data where lawful;
- support subject access, rectification and erasure requests.

Novoville will provide reasonable assistance to Clients to support compliance with data protection obligations, including responding to rights requests and DPIA-related queries.

Personal data breaches

Novoville will notify the Client of any suspected or confirmed personal data breach without undue delay and, in any event, **within 24 hours of discovery**, enabling the Client to meet its regulatory notification obligations.

Data exit and retention

On termination or expiry of the contract, the Client may request an export of its data from Shared Repairs in a commonly used, machine-readable format.

Following confirmation that data export has been completed, Novoville will securely delete or anonymise Client data from live systems within an agreed timeframe, subject to any legal or regulatory retention requirements notified by the Client. Backup data will be put beyond use and overwritten in accordance with standard retention cycles.

Confidentiality Statement

The information contained in this document is confidential, privileged, and only for the information of the intended recipient and may not be used, published, or redistributed without the prior written consent of Novoville Limited.

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