

Privacy Policy

Last updated: 27 March 2026

This Privacy Policy explains how LWTL Holdings Ltd, trading as NoDisrupt ("NoDisrupt", "we", "us", or "our"), collects, uses, and protects personal data when you use our website, web application, mobile applications, and related services (collectively, the "Services").

If you have questions about this Privacy Policy or about how we handle personal data, please contact us at support@nodisrupt.com.

1. Scope

This Privacy Policy applies to personal data we collect when you:

- visit nodisrupt.com;
- use the NoDisrupt web application;
- use any NoDisrupt mobile application; or
- contact us, request information, or otherwise interact with us in connection with the Services.

If you are a business customer and require a data processing agreement, please contact us at support@nodisrupt.com.

2. Personal Data We Collect

The personal data we collect depends on how you interact with us and the Services. It may include:

- Account information, such as your name, email address, password, company name, and account preferences.
- Billing and transaction information, such as billing contact details, subscription details, invoicing information, and payment-related records. Payment card details are generally processed by our payment providers rather than stored by us.
- Service configuration and usage data, such as monitored URLs or endpoints, alert settings, incident preferences, status page settings, notification contacts, and other information you choose to configure in the Services.
- Communications data, such as messages you send to us, support requests, feedback, and survey responses.
- Technical and device data, such as IP address, browser type, device identifiers, operating system, app version, timestamps, referral information, and log data.
- Analytics and cookie-related data, where permitted, such as information about how you use our website, pages visited, actions taken, and marketing attribution data.

3. How We Collect Personal Data

We collect personal data:

- Directly from you when you create an account, subscribe to a plan, configure the Services, contact support, or otherwise provide information to us.
- Automatically when you use the Services, including through logs, cookies, pixels, software development kits, and similar technologies.
- From third parties, such as payment providers, analytics providers, identity providers, communication platforms, and integration partners, where relevant to providing the Services.

4. How We Use Personal Data

We use personal data to:

- provide, operate, maintain, and improve the Services;
- create and administer accounts;
- process subscriptions, invoices, and payments;
- send service-related messages such as account notifications, billing notices, incident alerts, and legal updates;
- provide customer support and respond to enquiries;
- secure the Services, detect misuse, investigate incidents, and prevent fraud or abuse;
- analyse usage trends, performance, and product adoption;
- comply with legal and regulatory obligations; and
- send marketing communications where permitted by law or where you have consented.

5. Lawful Bases for Processing

Where UK data protection law applies, we rely on one or more of the following lawful bases:

Contract: processing is necessary to provide the Services to you, administer your account, and perform our contractual obligations.

Legitimate interests: processing is necessary for our legitimate interests in operating, securing, improving, and growing the Services, provided those interests are not overridden by your rights and freedoms.

Legal obligation: processing is necessary to comply with applicable law, regulation, legal process, or law-enforcement requests.

Consent: we rely on your consent where required, including for certain cookies, analytics, and marketing activities. You may withdraw consent at any time.

6. Cookies and Similar Technologies

We use cookies and similar technologies to operate our website and Services, remember preferences, understand usage, improve performance, and measure the effectiveness of our marketing.

Where required by law, we will ask for your consent before placing non-essential cookies or similar technologies on your device.

You can manage cookies through your browser settings and, where available, through our cookie consent tools. Disabling some cookies may affect how parts of the Services function.

7. How We Share Personal Data

We do not sell your personal data.

We may share personal data with:

- service providers and subprocessors that help us host, operate, support, secure, analyse, communicate, and bill for the Services;
- professional advisers such as lawyers, auditors, insurers, and accountants where necessary;
- payment providers and financial institutions in connection with billing and payment processing;
- law enforcement, regulators, courts, or other third parties where required by law or where necessary to protect rights, safety, or the integrity of the Services; and
- a buyer, investor, successor, or affiliated entity in connection with a merger, acquisition, financing, reorganisation, sale of assets, or similar corporate transaction.

8. International Transfers

We may process or store personal data outside the United Kingdom or European Economic Area, including through service providers located in other countries.

Where we transfer personal data internationally, we take appropriate steps to protect it in accordance with applicable data protection law, including by using contractual safeguards where required.

9. Data Retention

We keep personal data only for as long as reasonably necessary for the purposes described in this Privacy Policy, including to provide the Services, comply with legal obligations, resolve disputes, enforce agreements, and maintain appropriate business records.

Retention periods may vary depending on the type of data, the nature of the relationship, and legal or regulatory requirements.

10. Security

We use reasonable technical and organisational measures designed to protect personal data against unauthorised access, loss, misuse, alteration, or disclosure.

No internet-based service can be completely secure, so we cannot guarantee absolute security.

11. Your Rights

If UK data protection law applies to you, you may have the right to:

- request access to the personal data we hold about you;
- request correction of inaccurate or incomplete personal data;
- request deletion of your personal data in certain circumstances;
- request restriction of processing in certain circumstances;
- object to processing carried out on the basis of legitimate interests;
- request portability of certain personal data; and
- withdraw consent where processing is based on consent.

You may also have the right to complain to the UK Information Commissioner's Office (ICO). More information is available at <https://ico.org.uk/>.

To exercise your rights, please contact support@nodisrupt.com.

12. Marketing Communications

If you receive marketing emails from us, you can unsubscribe at any time by using the unsubscribe link in the message or by contacting us at support@nodisrupt.com.

We may still send you non-marketing communications that are necessary for the operation of your account or the Services.

13. Children's Privacy

The Services are not directed to children, and we do not knowingly collect personal data from anyone under the age of 16. If you believe a child has provided us with personal data, please contact us so we can investigate and take appropriate action.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will provide notice by appropriate means, such as posting the updated Privacy Policy on our website, in-product notice, or email where appropriate.

The "Last updated" date at the top of this Privacy Policy shows when it was most recently revised.

15. Contact Us

If you have questions, requests, or concerns about this Privacy Policy or how we process personal data, please contact us at support@nodisrupt.com.