



PRIVACY NOTICE

BEST VIEW AGENCY

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bestview.agency

Best View Agency (RC 9141333) is a digital growth agency based in Lagos, Nigeria, and we work with clients in other countries too. When you contact us or use this website, we are the ones who decide how your information is handled, which makes us the data controller for it. If you have any question at all about your data, email hello@bestview.agency and put the word Privacy in the subject line.

Most of what we hold comes straight from you. When you fill in our contact form we receive your name, your email address, your business name and website, the service you are interested in, and whatever you choose to tell us about the business. If you email us instead, we hold that email and anything attached to it.

When we prepare a free audit we also look things up ourselves. We read your website, your search results, your public social profiles and your business listings. That is public information about your company rather than private information about you, but we mention it because we would rather you knew where the findings come from. Our host records basic technical information such as your IP address and browser, which is normal and helps keep the site secure.

We do not ask for bank details, card numbers, passwords or copies of identity documents, and we would rather you did not send them.

We use all of this for a small number of straightforward reasons. We use it to reply to you, to prepare your audit, and to write a quote if there is something we can help with. We are allowed to do that because you asked us to, and because responding to people who contact us about our services is a normal and expected part of running the business. If you go on to engage us, we use your information to deliver the work, which is part of our contract with you. We keep records of what we have invoiced because tax and accounting law requires it. And we look at how this website is used so we can improve it, which you can opt out of at any time.

We do not sell your information. We do not share it so that anyone else can advertise to you. And we will not put you on a mailing list without asking you first.

A few other companies see parts of it, because they run the tools we use. Our contact form is delivered by Formspree. This website is hosted by Netlify. Our email runs on Zoho. Our site statistics come from Google Analytics and Google Tag Manager. Each of them is only permitted to use your information in order to provide that service to us. Beyond those, the only people who see your enquiry are the people at BVA working on it.

Those companies operate servers outside Nigeria, mostly in the United States and Europe, so your information will be stored and processed there. We rely on the standard contractual protections those providers put in place for international transfers. If you are in the United Kingdom or the European Economic Area, the same protections apply in the other direction.

We do not keep things longer than we need to. Enquiries that do not turn into work are deleted after 90 days. Client records are kept for as long as we are working together, and afterwards for as long as tax and accounting law requires us to hold them. If you ask us to delete something, we delete it, unless the law says we have to keep it.

This site is served only over an encrypted connection, and access to enquiries and client files is limited to the people who need it. No system is ever perfectly secure, but if something happens that affects your information we will tell you promptly rather than quietly.

You have real rights over this information and we would rather you used them than wondered.

You can ask to see what we hold about you, ask us to correct it, ask us to delete it, ask us to stop using it, or ask for a copy in a portable form. You can also object to us using it at all. Email hello@bestview.agency and we will come back to you within 30 days. If you are not happy with how we have handled it, you can complain to the Nigeria Data Protection Commission, and if you are in the UK or the EEA you can complain to your own national data protection authority instead.

On analytics and cookies. We use Google Analytics, loaded through Google Tag Manager, to understand how people find and use this site. It tells us which pages get read, which services people open, and roughly where visitors come from. It sets cookies in your browser and sends Google a record of your visit, including a shortened form of your IP address. We use it only to improve the site. We do not use it to build advertising profiles, we do not use it to identify you personally, and we do not sell what it produces. You can opt out whenever you like by installing Google's [browser opt-out add-on](#) or by blocking cookies in your browser settings, and the site will work exactly the same either way. Our contact form does not set tracking cookies.

This site is meant for businesses. It is not aimed at children and we do not knowingly collect information about anyone under 18.

We update this notice whenever our practices change, and we change the date at the top when we do. What you are reading is always the current version.

Best View Agency · RC 9141333 · Lagos, Nigeria

Questions about your data: hello@bestview.agency