

Terms and Conditions

NeoCV is now officially a sub-brand of Neoci Ltd. NeoCV will operate as a distinct division under Neoci Ltd, specialising in CV writing services. This strategic move reflects our commitment to expanding our portfolio and offering tailored services to meet the diverse needs of our clients.

Neoci Ltd, registered in England and Wales under company number 12988793, remains the parent company, overseeing the operations, governance, and financial management of NeoCV. All legal agreements, contracts, and business relationships with NeoCV will continue to be governed by Neoci Ltd.

Payments

Full payment is required for all orders at point of order. Your credit or debit card will be charged upon acceptance of your order to ensure the availability of funds. All transactions are subject to validation checks and authorisation by the card issuer. In the event that the card issuer denies authorisation, we shall not be liable for any delays or non-delivery.

Complaints

We strive to respond to all complaints within two business days. Complaints must be submitted in writing to hello@neocv.co.uk.

Delivery Format

We provide drafts in both PDF and Microsoft Word formats. We accept no liability for compatibility issues with your computer setup; however, we will assist in resolving such issues as needed. We do not create editable documents in Apple Pages, Google Docs, or any formats other than Microsoft Word.

Turnaround Times

Turnaround times are provided as guidelines and are not guaranteed. Upon the placement and activation of your order, a CV writer will be assigned within one business day. The standard turnaround time is three to five business days from the consultation call, rather than from the date of order placement. Revisions typically require one business day. We cannot be held responsible for missed deadlines and recommend engaging our services at least ten business days prior to your application deadlines.

Project Completion

Our writers will collaborate with you until you are entirely satisfied with the final drafts. However, if your project remains inactive for 14 days, it will automatically close, assuming that the drafts meet your satisfaction.

LinkedIn Profile Writing

We will provide a document file containing the comprehensive write-up for your LinkedIn profile. For security reasons, we do not log in to or create profiles on your behalf. LinkedIn optimization will be completed within three to five business days following your approval of the CV.

Refunds/Cancellations

Refunds are only available if work on your order has not commenced. Once your project has been assigned to a writer, no full refunds will be granted. Our refund policy is outlined as follows:



- **If you cancel before your project is assigned, a refund will be issued minus 10% for payment processing and administrative costs.**
- **If you decide to cancel before 24 hours after the consultation call, you will be issued a refund minus 50%.**
- **No refunds will be provided if the first drafts have been sent unless we are found to be in breach of these terms.**
- **Refunds will not be granted for missed deadlines, and project lifecycles may vary. If you require a change of writer, the turnaround time will reset to ensure the new writer can meet the project scope.**

Personal Document Preferences

Our CV writers adhere to industry standards, employing relevant keywords to enhance your interview potential. If you request deviations from professional advice, we cannot guarantee increased interview rates or issue refunds.

CV/Resume Length

CVs and resumes are not limited however should not exceed four pages.

Phone/Zoom Consultations

Consultation calls will typically last no longer than 45 minutes. Subsequent calls are subject to the availability of your writer.

Website Use

You warrant that you will utilize our websites only for lawful purposes. We reserve the right to remove or modify any part of the website without liability. The site is provided on an 'as-is' basis, and we do not guarantee uninterrupted service or that the website will be free from errors or viruses.

Intellectual Property

All copyrights, trademarks, and intellectual property rights associated with our websites, site design, graphics, software, and source codes remain the property of us or our licensors. You are permitted to use this material only as expressly authorised by us.

Limitation of Liability

You agree that the Company shall not be liable for any direct, indirect, incidental, consequential, special, or exemplary damages, including but not limited to loss of profits, revenue, goodwill, anticipated savings, business interruption, loss of business opportunity, or any other intangible losses, arising from or in connection with the provision of consultancy services, advice, or recommendations provided by the Company, or your use, misuse, or reliance on such services, even if the Company has been advised of the possibility of such damages.

To the maximum extent permitted by law, the Company's total aggregate liability, whether arising in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total fees paid by you to the Company for the specific consultancy services giving rise to the claim, up to the date on which any such claim may arise.



This limitation of liability does not exclude or limit liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability which cannot be excluded or limited under applicable law.

Indemnity

The Client agrees to indemnify, defend, and hold harmless the Company, its directors, employees, and agents from and against any and all claims, liabilities, damages, losses, costs, or expenses (including legal fees) arising out of or in connection with:

- 1. The Client's use of the consultancy services provided by the Company;**
- 2. Any breach by the Client of any term of this agreement;**
- 3. Any third-party claims brought against the Company as a result of the Client's actions, inactions, or reliance on the consultancy services provided.**

This indemnity shall apply irrespective of any negligence or breach of duty (whether statutory or otherwise) by the Company, to the extent permitted by applicable law.

Governing Law and Jurisdiction

This agreement and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with this agreement, its subject matter, or formation.

Privacy Policy

NeoCV is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal data when you visit our website or engage with our services. It also outlines your rights under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

1. Data We Collect

We may collect and process the following types of personal data:

- Personal Identification Information: Name, email address, phone number, postal address, and job title.**
- Financial Information: Payment card details (if applicable).**
- Technical Data: IP address, browser type, time zone settings, operating system, and platform.**
- Usage Data: Information about how you use our website, products, and services.**

- **Marketing and Communication Data: Preferences in receiving marketing from us and communication preferences.**

2. How We Collect Your Data

We collect data in the following ways:

- **Direct Interactions: You provide data by filling in forms on our website or by corresponding with us via phone, email, or other means.**
- **Automated Technologies: As you interact with our website, we may automatically collect technical data using cookies, server logs, and similar technologies.**
- **Third Parties: We may receive data from third-party services or partners, such as payment processors or analytics providers.**

3. How We Use Your Data

We use your personal data to:

- **Provide and manage our services;**
- **Process payments and issue invoices;**
- **Respond to inquiries and provide customer support;**
- **Improve our website, services, and marketing;**
- **Comply with legal obligations;**
- **Send marketing communications if you have opted in.**

4. Legal Basis for Processing

We process your personal data under the following legal bases:

- **Consent: Where you have provided explicit consent for us to process your data (e.g., subscribing to marketing emails).**
- **Contractual Necessity: To fulfil a contract with you (e.g., providing services or handling orders).**
- **Legal Obligation: To comply with laws and regulations (e.g., tax obligations).**
- **Legitimate Interests: Where it is in our legitimate business interests to use your data (e.g., improving our services or website functionality), and your interests or fundamental rights do not override those interests.**

5. Data Sharing

We do not sell or rent your personal data. However, we may share your data with the following third parties:

- **Service Providers: Who assist in the operation of our business (e.g., payment processors, web hosting providers).**
- **Professional Advisers: Including lawyers, accountants, and insurers.**

- **Government and Regulatory Authorities: Where required by law or to enforce our legal rights.**

6. Data Security

We take appropriate technical and organisational measures to safeguard your personal data and protect it from unauthorised access, alteration, or disclosure. These measures include secure servers, encryption, and access controls.

7. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements. We will review data retention periods regularly to ensure we are only holding your data for legitimate business purposes.

8. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- **Right to Access: You have the right to request access to your personal data and obtain a copy.**
- **Right to Rectification: You can request that we correct any inaccuracies in your personal data.**
- **Right to Erasure: You can request the deletion of your personal data where there is no longer a legal basis for holding it.**
- **Right to Restrict Processing: You have the right to ask us to stop or restrict the processing of your personal data in certain circumstances.**
- **Right to Data Portability: You can request a copy of your personal data in a machine-readable format for transfer to another organisation.**
- **Right to Object: You can object to the processing of your personal data based on legitimate interests or for direct marketing purposes.**
- **Right to Withdraw Consent: Where we rely on your consent to process your data, you can withdraw that consent at any time.**

To exercise any of these rights, please contact us at hello@neocv.co.uk

9. Cookies

We use cookies on our website to enhance user experience and analyse website traffic. For detailed information about the cookies we use and your choices, please see our [\[Cookie Policy\]](#).

10. Third-Party Links

Our website may contain links to third-party websites, plug-ins, or services. We are not responsible for the privacy practices of these third parties, and we encourage you to read their privacy policies.

11. Changes to This Privacy Policy



We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review this page periodically to stay informed about how we are protecting your data.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us:

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues, if you believe your data protection rights have been violated. Contact the ICO at www.ico.org.uk.

Cookie Policy

NeoCV is committed to respecting your privacy and ensuring transparency about how we use cookies and similar technologies on our website. This Cookie Policy explains what cookies are, how we use them, your choices regarding cookies, and further information about your rights under the UK GDPR and Privacy and Electronic Communications Regulations (PECR).

1. What Are Cookies?

Cookies are small text files that are stored on your device (computer, smartphone, tablet) when you visit a website. They allow websites to recognise your device and store certain information about your preferences or past actions. Cookies can be "persistent" or "session" cookies:

- **Session Cookies: These are temporary and expire once you close your browser.**
- **Persistent Cookies: These remain on your device for a set period or until deleted manually.**

2. How We Use Cookies

We use cookies for various purposes, including:

- **Essential Cookies: These are necessary for the basic functionality of our website. Without these cookies, certain services you request (such as shopping carts or secure login) cannot be provided.**
- **Performance and Analytics Cookies: These cookies collect information about how you use our website (e.g., which pages you visit and whether you encounter any errors). We use this data to improve website functionality and user experience.**
- **Functionality Cookies: These cookies allow our website to remember your preferences, such as language, region, or previous actions, for a personalised experience.**
- **Targeting or Advertising Cookies: These cookies track your browsing habits and are used to deliver relevant advertisements to you. We may share this information with third-party advertising partners.**

3. Cookies We Use

We use the following categories of cookies on our website:

Cookie Type	Purpose	Duration
Essential Cookies	Ensure the website functions correctly (e.g., login)	Session/Persistent



Cookie Type	Purpose	Duration
Analytics Cookies	Track user interaction for analytics (e.g., Google Analytics)	Persistent
Functionality Cookies	Remember user preferences (e.g., language settings)	Persistent
Advertising Cookies	Display personalised ads (e.g., Google Ads, Facebook)	Persistent

4. Third-Party Cookies

In addition to our own cookies, we may also use various third-party cookies to report usage statistics, deliver ads, and provide additional functionality. These third parties include:

- **Google Analytics (for tracking website usage and performance)**
- **Facebook Pixel (for advertising and retargeting)**
- **[Insert other third-party tools if applicable]**

These third-party cookies are governed by the privacy policies of their respective providers.

5. How to Manage Cookies

You have control over the use of cookies on our website. Upon your first visit, you will be asked to consent to the use of cookies, and you can manage your preferences at any time. You can:

- **Accept or Reject Cookies: You can choose to accept all cookies or reject non-essential cookies through our cookie banner.**
- **Browser Settings: You can block or delete cookies by adjusting your browser settings. Please refer to your browser's help guide for instructions on how to do this.**

6. How to Withdraw Consent

If you have previously consented to the use of cookies but wish to withdraw your consent, you can do so at any time by changing your browser settings to block cookies or by using the cookie management tool on our website.

Please note that if you block or delete cookies, some parts of our website may not function as intended, and your browsing experience may be affected.

7. Changes to This Cookie Policy

We may update this Cookie Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page with an updated "Effective Date." We encourage you to review this page regularly to stay informed about how we use cookies.

8. Contact Us



If you have any questions or concerns about this Cookie Policy or our use of cookies, please contact us at:

**neocv c/o neoci Ltd
3a Idsworth Road
Waterlooville
Portsmouth
PO3 8BD**

**Email: hello@neocv.co.uk
Phone: 02036407900**