NestArrival UK Cookie and Consent Policy

Last updated: 11 November 2026 | Effective: 11 November 2026 | For users in the United Kingdom

DRAFT for solicitor review. Items marked [S] need solicitor confirmation before publishing.

In simple terms: We use essential cookies to keep you signed in and your account secure. Analytics cookies, marketing messages, precise location and optional face matching are off unless you say yes. We do not use marketing or advertising cookies. Saying no never stops you using NestArrival, and you can change your mind at any time. You must be 18 or over.

1. Introduction

1.1 This policy explains how NestArrival (we, us), a company registered in India, asks for, records and manages your consent, and which cookies we use, on www.nestarrival.com and our app (the Platform). It sits alongside our User Agreement and Privacy Policy and governs cookies and consent choices.

1.2 It applies to everyone in the UK who uses the Platform. Contact: ashmitnehra@nestarrival.com or royal.singh@nestarrival.com.

1.3 This version replaces the Cookie Policy last updated on 1 June 2026.

2. The law

UK GDPR and the Data Protection Act 2018 (as updated by the Data (Use and Access) Act 2025) apply to us. Consent must be freely given, specific, informed and unambiguous, shown by a clear positive action. PECR requires your consent before we store or read information on your device unless it is strictly necessary or within a legal exception. Where we rely on contract, legal obligation or legitimate interests instead of consent, we say so in the Privacy Policy and do not ask for consent. We design every request so the choice is clear on screen and keep a record of it.

3. Our consent principles

- **Opt-in only.** No pre-ticked boxes, no consent by scrolling, and no non-essential cookies before you choose.
- **Specific and granular.** You choose each purpose separately. We never bundle purposes into one tick.
- **Equal choice.** Accept all and Reject all appear together on the first layer of the cookie banner, with the same size, colour and prominence.
- **Plain language.** We explain each purpose before you choose.
- **Not a condition of service.** Consent is never required to create an account, complete verification, list a home, message owners or tenants, or pay for a plan.
- **Easy to withdraw.** Withdrawing takes no more effort than giving consent.
- **Evidence.** We keep records so we can show when and how you consented.

4. What needs consent, and what does not

Purpose	What it does	Consent?	Default
Essential cookies	Keep you signed in, remember settings, protect against fraud and attacks	No (strictly necessary)	Always on
Analytics cookies	Show how the Platform is used so we can improve it	Yes	Off
Marketing and advertising cookies	We do not use them	Not applicable	Not used

Purpose	What it does	Consent?	Default
Marketing emails and messages	News, offers, product updates	Yes	Off
Precise device location	Show nearby Listings; support fraud checks	Yes (your device asks)	Off
Optional biometric face match	Compare your selfie with your ID document	Yes, separate explicit consent	Off
Extra information you ask us to send to someone	Anything beyond the standard introduction	Yes, at your request	Off

Not based on consent. Verification, fraud prevention, running your account, meeting legal duties, and the standard introduction between tenant and owner (your Verified badge and the minimum profile and Listing details needed to talk) rely on contract, legitimate interests or legal obligation. We show a short notice on your dashboard before a conversation starts. Consent never restricts these core functions.

5. Cookies and similar technologies

5.1 Cookies are small text files stored on your device. We use the word to include similar technologies that store or read information on your device, such as local storage, pixels and software kits.

5.2 **Banner.** The first time you visit, a banner asks you to accept, reject or manage optional cookies. Until you choose, we set essential cookies only.

5.3 **Changing your choice.** Use the Manage button on the banner or your account settings. Changes apply straight away. [S] Confirm whether a Cookie settings link is also in the website footer.

5.4 **Browser settings.** You can clear or block cookies in your browser. If you clear them, we ask for your choice again. Blocking essential cookies means you cannot sign in.

5.5 **Re-asking.** UK law sets no fixed expiry for consent, so this is our own rule. We will not ask again for at least 12 months after you refuse unless something material changes. If you accept, we ask you to confirm at least every 12 months.

5.6 **Third parties.** We do not enable marketing or tracking cookies for third-party platforms. Any analytics provider is named in the Cookie list before you choose. [S] Check Google sign-in, embedded maps or video, payment pages, pixels and SDKs for anything that contradicts this.

6. Cookie categories

6.1 **Essential cookies.** Session cookies that manage logins, keep your account secure, keep the Platform safe and remember your cookie choice. They do not need consent and cannot be switched off on the Platform.

6.2 **Analytics cookies (optional).** They show us which pages are viewed and where errors happen. They are active only if you accept them in the banner. If you reject or have not chosen, we do not set them. We do not use them for advertising or to profile you. [S] Decide whether to keep analytics consent-based or rely on the PECR statistical-purposes exception (since 5 February 2026), which needs clear information and a simple, free way to object.

6.3 **Marketing and advertising cookies.** We do not use them. If that changes, we will update this policy, tell you first and ask for consent.

7. Cookie list

To complete from a full site audit before publishing. Remove every bracket.

Cookie name	Type	Set by	Purpose	Duration
[to complete]	Essential	NestArrival	Login session	Session
[to complete]	Essential	NestArrival	Security	[to complete]
[to complete]	Essential	NestArrival	Remember your cookie choice	[to complete]

Cookie name	Type	Set by	Purpose	Duration
[to complete]	Analytics (optional)	[Provider]	How the site is used	[to complete]

8. Marketing communications

8.1 We send marketing emails, texts and in-app messages only with your consent, given by an unticked box at sign-up or later in account settings.

8.2 Every marketing message has a free, simple way to unsubscribe. We stop within a reasonable time and no later than 30 days after your request.

8.3 Service messages (verification updates, security alerts, payment receipts, replies to you) are not marketing.

8.4 We do not buy marketing lists and do not share your details with other companies for their own marketing without your separate consent.

8.5 Where we market to a business email address, we still honour any opt-out straight away. [S] Decide whether to use the PECR soft opt-in for owners and agents.

9. Location data

We use approximate location from your IP address to show relevant Listings and support fraud checks. We ask for precise device location only if you choose to share it. Your device shows its own prompt, and you can switch it off at any time in device or account settings.

10. Optional biometric face matching

10.1 Face matching uses biometric data, which is special category data. We ask for your separate explicit consent and never combine it with any other consent.

10.2 Before you choose, we tell you what is compared, why, who processes it, how long it is kept, and that you can say no.

10.3 There is always a manual alternative that is no less favourable. A trained team member reviews your documents instead, at no cost and with no penalty, and we aim to give a decision in the same 1 to 3 working days.

10.4 You can withdraw consent at any time. We stop face matching straight away and delete the biometric data promptly, and in any event within 30 days, unless the law requires us to keep it.

10.5 We do not use your selfie or identity documents to train public AI models. [S] A DPIA is expected.

11. Age requirement

You must be 18 or over to use the Platform and give consent. If we find we have collected consent from anyone under 18, we delete the data and the consent record.

12. How to give, change and withdraw consent

What you want	How
Change cookie choices	Manage button on the banner, or account settings
Stop marketing	Unsubscribe link in any message, or account settings
Withdraw face matching consent	Account settings, or email ashmitnehra@nestarrival.com or royal.singh@nestarrival.com
Withdraw any other consent	Account settings or email us

Withdrawing does not make earlier processing unlawful and does not affect your account, Listing or plan. If you email us, we confirm withdrawal within 5 working days and act on it within one month at the latest.

13. Consent records

13.1 For each consent we record what you agreed to, the wording you saw, the policy version, the date and time, how you gave it, and your account ID or device identifier. We also record each withdrawal and refusal.

13.2 We keep consent records as long as needed to show we acted lawfully, and no longer than 6 years after the consent ends. Identity documents and selfie images follow the 30-day period in the Privacy Policy.

13.3 You can ask for a copy of your consent history under your right of access.

14. Consent tools and international transfers

We use a consent management platform to show the banner and store your choices, under written contract. We are based in India, so consent and preference data may be processed outside the UK. Where UK law treats this as a restricted transfer, we use an approved safeguard such as the ICO's International Data Transfer Agreement or the UK Addendum, with a transfer risk assessment. [S] Confirm the platform and whether it acts as processor or controller.

15. Your other rights and complaints

You also have the rights set out in our Privacy Policy, and we reply within one month. To complain, follow our Grievance Policy: we acknowledge within 5 working days, reply fully within 20 working days, and you can complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

16. Changes

If a change adds a new purpose or third party that needs consent, we ask you again before we use it. For any other material change we email you at least 30 days before it takes effect.

17. Governing law

This policy is governed by the law of England and Wales, and the courts of England and Wales have jurisdiction. If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in your local courts.