

Aradastoves.com Privacy and Cookie Policy

Arada Limited ("we", "us", "our") is committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information.

This policy applies to information we collect when you choose to use this website.

For the purposes of the General Data Protection Regulation (the "Legislation", "GDPR"), the data controller is Arada Limited, The Fireworks, Weycroft Avenue, Axminster, Devon, EX13 5HU.

What information do we collect?

We may collect, store and use the following kinds of personal information about you:

Personal data provided by you

- When using our online contact form, we will collect
 - your name
 - email address
 - telephone number, postal address or any other information you might voluntarily disclose.
- information about your computer, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual;
- information about your visits to and use of this website including, referral source, length of visit, page views, website navigation.

Cookies

A cookie is a small text file which is placed on your computer (or other electronic web browsing device) when you visit a website. The cookie consists of information sent by a web server to a web browser, and stored by the browser.

You can set your browser to automatically reject all cookies, whilst some browsers allow you to reject just third party cookies. Unless you have adjusted your browser setting so that it will refuse cookies, our system may issue cookies when you log on to this website.

We make use of the following cookies, some of which are essential to the operation of the website.

Cookie name	Source	purpose	Cookie lifetime
'laravel_session'	aradastoves.com	Essential to website for purpose of remembering user between web pages This enables the web server to identify and track the web browser.	Maximum of 2 hours or until browser window closure (end of session)
cookie_consent_status	aradastoves.com	Essential for remembering user preference for permitting use of non-essential cookies. Default setting is 'deny'	365 days

Some cookies are not essential to the operation of the site and last until they reach their intended expiry date or they are deleted from your computer (or electronic web browsing device).

When given prior consent by a user via our the 'cookie consent banner' on the www.aradastoves.com website, we may use "non-essential profiling cookies" on this website.

Persistent cookies enable our website to recognise you when you visit. Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date. These cookies are used to track a user in more detail.

Cookie name	Source	purpose	Cookie lifetime
_ga, _gid	www.google-analytics.com	Registers a unique ID that is used to generate statistical data on how the visitor uses the website	Up to 2 years
_gat		Used by Google Analytics to throttle request rate	Length of session (until browser window closed)
PREF*, VISITOR_INFO1_LIVE*	Youtube	We embed videos from our official YouTube channel using YouTube's privacy-enhanced mode. This mode may set cookies on your computer once you click on the YouTube video player, but YouTube will not store personally-identifiable cookie information for playbacks of embedded videos using the privacy-enhanced mode.	Up to eight months
VSC*, remote_sid*			Length of session (until browser window closed)
fr	facebook.com	Facebook's primary advertising cookie, used to deliver, measure, and improve the relevancy of ads.	90 days

Third party cookies

The European Commission has determined that certain countries outside of the European Economic Area (EEA) adequately protect personal data. You can [review current European Commission adequacy decisions here](#). To transfer data from the EEA to other countries, such as the United States, Google and Facebook comply with legal frameworks that establish an equivalent level of protection with EU law.

Where permitted by the user, this site uses Google Analytics, a web analytics service provided by Google. Where permitted by the user this site uses Facebook cookies for tracking user behaviour between this site and Facebook.

Google and Facebook store the collected information on servers in the United States which may be transferred to third parties where required to do so by law, or where such third parties process the information on their behalf. Data supplied to Google is anonymised.

Facebook cookie policy is available at www.facebook.com/policy/cookies/printable

Facebook privacy policy is available at <https://www.facebook.com/about/privacysield>

Third-Party Widgets: Some of our webpages contain widgets and social media features, such as the Twitter "tweet" button. These widgets and features collect your IP address, which page you are

visiting on the Services, and may set a cookie to enable the feature to function properly. Widgets and social media features are hosted by a third party. Your interactions with these features are governed by the privacy policy of the company providing it.

Third party services

In the interest of legitimate business interest, Arada employs the following third parties who provide the following services:

- United Communications Ltd (United Hosting): This website is securely hosted in the UK by United Hosting. United Hosting is a GDPR-compliant company based in the UK.

Third party websites

Our website contains links to other websites. We are not responsible for the privacy practices of third party websites. This privacy policy applies solely to information collected on the aradastoves.com website.

How we use your personal information

Personal information submitted to us via this website will be used for the purposes specified in this privacy policy or in relevant parts of this website.

We may use your personal information to:

- (a) administer, maintain and improve the user experience of this website;
- (b) enable your use of the services available on this website;
- (c) provide you with information, products or services that you request from us, where you have consented to be contacted for such purposes;
- (d) deal with enquiries and complaints made by you relating to this website;

We will not provide your personal information to any third parties for the purpose of direct marketing.

Disclosures

We may disclose information about you to any of our third parties, insofar as reasonably necessary for the purposes as set out in this privacy policy.

- (a) in connection with any legal proceedings or prospective legal proceedings;
- (b) in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- (c) we use a third party to securely host the server on which your personal information is stored.

Except as provided in this privacy policy, we will not provide your information to third parties.

Security of your personal information

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store any personal information you provide on our secure password and firewall protected servers. Our website uses SSL to encrypt data transferred between your browser and our servers.

You are responsible for keeping your password and user details confidential. We will not ask you for your password (except when you log in to this website).

How and where we store your personal data

Our website is securely hosted by United Hosting, a GDPR-compliant third party in the UK.

Keeping your data secure

We store your name, email address, any other personal data (telephone number, postal address, or miscellaneous text that you volunteer via the website's contact form on a secure password-protected server hosted in the UK.

Retention Periods

How long we keep information we collect about you depends on the type of information, as described in further detail below. After such time, we will either delete or anonymise your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

Data that is volunteered received via our website contact form is held for up to 30 days or as long as is necessary to process any request for the purpose of a legitimate business interest.

Your rights

Accessing and updating your personal information

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure it is accurate and kept up to date. If you wish to do this, please email to gdpr@aradstoves.com or write to, Arada Limited, The Fireworks, Weycroft Avenue, Axminster, Devon, EX13 5HU for the attention of Data Protection Lead.

We will not process your personal information for marketing purposes at any time.

What can I do to keep my information safe?

Visit www.getsafeonline.org, for advice on how to protect your information and your computers/other web-connected devices against fraud, identity theft, viruses and other online problems.

Policy Amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes. We may also notify you of changes to our privacy policy by email.

Date of last revision: 24 May 2018