

## aradastovesandspares.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 placing an order we will record
  - Your name
  - Your billing address
  - Your billing address postcode
  - Your delivery address
  - Your delivery address postcode
  - Your telephone number
  - The items purchased
  - Any information volunteered to aid delivery of your order
- 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
PHPSESSID	aradastovesandspares.com	Essential to website for purpose of remembering user between web pages, and remember the contents of your basket This enables the web server to	Maximum of 2 hours or until browser window closure (end of session)

		identify and track the web browser.	
useGoogleAnalytics	aradastovesandspares.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).

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.

Cookie name	Source	purpose	Cookie lifetime
phplive_vid, phplive_vis_token*, phplive_vname phplive_vemail	www.phplivesupport.com	Temporarily stores the visitor's name, the visitor's email address, and the visitor's session string (automatically generated by the system)	until browser window closure (end of session)
__ga, __utma	www.google-analytics.com	Used to track the number of times visitor has been to site	Up to 2 years
__utmb, __utmc, __utmt		Used to track the how long visitor has been on the site, and	until browser window closure (end of session)
__utmz		Used to track where (which site) the visitor came from	Up to 90 days

### Third party cookies

When a user uses the live chat facility with our sales team, the live chat software installs several cookies. The user must agree to the terms and conditions supplied which informs that any personal data or other information volunteered will be shared with Arada and no other. The data is used to inform the nature of the communication between the user and Arada and is not logged for any other purpose.

Where permitted by the user, this site uses Google Analytics, a web analytics service provided by Google.

Google stores 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 Google's behalf. Data supplied to Google is anonymised.

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 complies with legal frameworks that establish an equivalent level of protection with EU law.

### Third party services

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

- Solweb Ltd: This website is securely hosted and maintained by Solweb. Solweb is a PCI-DSS and GDPR-compliant company based in the UK. For details of their Privacy Notice visit: <https://www.solweb.co.uk/privacy/>
- Sagepay Europe Ltd: Payment payment details are securely submitted to SagePay. When placing an order you will be expected to enter your preferred payment facility for credit and debit card payments. Card details are securely submitted to a SagePay, a third party PCI-DSS and GDPR compliant payment gateway, to process the card details you provide in order to authorise payment. No confidential payment card details are recorded by Arada. For details of their Privacy Notice visit: <https://www.sagepay.co.uk/policy/sage-pay-privacy-policy>
- PayPal (Europe) S.à r.l. et Cie, S.C.A : where specified by the customer where that payment facility has been specified by the customer. .No confidential payment card details are recorded by Arada. For details of their Privacy Notice visit: <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>
- GB Group plc ('PCAPredict'): Use of PCAPredict service ensures that the billing and delivery address provided by the customer is accurate by comparing the postcode submitted and suggests nearest possible postal addresses.  
When placing an order we use a GDPR-compliant third party data provider, PCA Predict to convert address postcode into a full postal address. No data other than the postcode provided by the user is shared with PCA Predict. For details of their Privacy Notice visit: <https://www.pcapredict.com/privacy/>
- PHPLivechat OSI Codes Inc.: For optional use. This secure service provided by GDPR-compliant has a live-chat/messaging facility allowing a customer to make sales enquiries directly to our sales team. When the user opts in to use the facility they agree to terms stating that any information shared therein is securely stored for up a maximum of 30 days and deleted thereafter. For details of their Privacy Notice visit: <https://www.phplivesupport.com/privacy.php>

### **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 aradastovesandspares.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 or issues related to your orders or about this website;
- (e) 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 to third parties**

We may disclose information about you, 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 Solweb, a GDPR-compliant third party in the UK.

### **Keeping your data secure**

We store your name, email address, and any other personal data, for example 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 securely held for up to 30 days or as long as is necessary to process any request for the purpose of a legitimate business interest.

Data that is submitted when an order is placed via the website will be securely held for up to 8 years for the purpose of a legitimate business interest of holding records for tax purposes.

### **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](mailto: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](http://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