

NONE of the cookies we use collect your personal information and they CANNOT be used to identify you.

# Who We Are (The Company)

## What Are Cookies

As is common practice with almost all professional websites this site uses cookies. These are tiny text files placed on your computer, smartphone or other device when you access the internet. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the sites functionality. For more general information on cookies see the Wikipedia article on HTTP Cookies.

## **How We Use Cookies**

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

## How Long A Cookie Stays on Your Device.

The length of time a cookie stays on your device depends on its type.

#### **Session Cookies**

These are temporary cookies which only exist during the time you use the website (or more strictly, until you close the browser after using the website). Session cookies help our websites remember what you chose on the previous page, avoiding the need to re-enter information.

### Examples of session cookies

asp.net	. Preserves visitor's session state across page requests
iptestcookie	. Used to check if a browser supports cookies
utmb	. Used by Google Analytics to calculate the average length of time spent on a web site visit
utmc	. Used by Google Analytics, this works with utmb to calculate when the browser is closed
utmt	. Used to throttle the speed of requests to the server
utmv	. Used by Google Analytics to track parameters
humanclick	. Helps facilitate an interactive chat session
Liloaffiliatesessionid	Affiliate tracking cookie to see if a customer has been referred

#### **Persistent Cookies**

These stay on your device after you've visited our website and can be used so that the site remembers your choice the next time you use it. Persistent cookies help us identify you as a unique visitor but don't contain information that could be used to identify you to another person.

### Examples of persistent cookies

utma......Used by Google Analytics to how many of our visitors are new to the website or a certain page (2yr) utmz.....Used by Google Analytics to check how a website was reached (e.g. From another website or a search engine) (6m) cb-enabled .....Used to record when a notice is dismissed to prevent it re-appearing on return visits (1yr)

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## How to Control, Delete and Disable Cookies

You can clear cookies at any time and manage them through your browser settings. The help function in your preferred browser should provide you with the correct information.

You can also prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality, and usually result in also disabling certain functionality and features of the websites that you visit.

# **The Cookies We Set**

### Account related cookies

If you create an account with us, then we will use cookies for the management of the signup process and general administration. These cookies will usually be deleted when you log out however in some cases they may remain afterwards to remember your site preferences when logged out.

### Login related cookies

We use cookies when you're logged in so we can remember this fact. This prevents you from having to log in every single time you visit a new page. These cookies are typically removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.

### Email newsletters related cookies

This site offers newsletter or email subscription services and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

#### Orders processing related cookies

This site offers e-commerce or payment facilities and some cookies are essential to ensure that your order is remembered between pages so that we can process it properly.

#### Surveys related cookies

From time to time we offer user surveys to provide you with interesting insights, helpful tools, or to understand our user base more accurately. These surveys may use cookies to remember who has already taken part in a survey or to provide you with accurate results after you change pages.

### Forms related cookies

When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.



# **Third Party Cookies**

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

Our sites use Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us understand how you use the site and ways we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content. For more information on Google Analytics cookies, see the official Google Analytics page.

Third party analytics are used to track and measure usage of this site so that we can continue to produce engaging content. These cookies may track things such as how long you spend on the site or pages you visit which helps us to understand how we can improve the site for you.

From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features, these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimisations our users appreciate the most.

As we sell products it's important for us to understand statistics about how many of the visitors to our site make a purchase and as such this is the kind of data that these cookies will track. This is important to you as it means that we can accurately make business predictions that allow us to monitor our advertising and product costs to ensure the best possible price.

Several partners advertise on our behalf and affiliate tracking cookies simply allow us to see if our customers have come to the site through one of our partner sites so that we can credit them appropriately and where applicable allow our affiliate partners to provide any bonus that they may provide you for making a purchase.

# **More Information**

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site.

If you're looking for more information, please let us know by contacting our Data Protection officer by telephone, email or post. All contact details are available at the top of this document.