## Privacy and Cookies Policy Warm Corner Ltd – 10th December 2024

# Privacy

**Warm Corner Ltd** is committed to protecting your privacy. We will only use information that we collect about you lawfully, in accordance with the Data Protection Act 2018, UK GDPR (01/01/2021) and the EU GDPR (25/5/2018).

We are registered under the Data Protection Act 2018 and comply with all three of the above regulations in all our dealings with your personal data.

We collect information about you for 2 reasons: firstly, to process your order and second, to provide you with the best possible service and advise you of any recalls issued by manufacturers of products that you purchase from us.

We will never share personal information with third parties unrelated to us.

We will not e-mail you in the future unless you have given us your consent.

We will give you the chance to refuse any marketing email from us. To opt-out please email info@warmcorner.co.uk

We do not collect any information about you except that required for processing your order.

The type of information we will *collect* about you includes:

- Your name
- Address
- Phone Number
- E-mail Address
- Order Information
- Credit/Debit Card Details

Credit card information is *recorded* by use of a secure SSL server using 256 bit encryption as used by most of the world's banking organisations.

For the security of our customers, *we do not store credit card numbers*. Credit card numbers are only passed on to our payment service provider.

The information we hold will be as accurate and as up to date as possible. You can check the information that we hold about you by writing to us. If you find any inaccuracies, we will update our records as soon as possible.

The personal information which we hold will be held securely in accordance with our internal security policy and the law.

If you have any questions/comments about privacy, please e-mail info@warmcorner.co.uk

## Cookies

Applicable Act of Law: Privacy and Electronic Communications Regulations (PECR) 29/03/2019

**Policy**
This Cookie Policy outlines how Warm Corner Ltd ("we," "us," "our"), uses cookies and similar tracking technologies on our website accessible at https://www.warmcorner.co.uk/ ("the Website"). This policy aims to inform our website users ("you," "your") about the types of cookies we use, their purpose, and how you can manage your cookie preferences.

**1. What are Cookies?**
Cookies are small text files that are stored on your device (computer, smartphone, tablet) when you visit a website. These files enable the website to remember certain information about your browsing activity, preferences, and interactions. Cookies can be either first-party cookies (set by the website you are visiting) or third-party cookies (set by external domains).

**2. How We Use Cookies**
We use cookies on our Website for various purposes, including but not limited to:

- **Essential Cookies:** These cookies are strictly necessary for the proper functioning of our eCommerce platform. They allow you to browse our Website, add products to your cart, and make secure purchases.
- **Performance and Analytics Cookies:** These cookies collect anonymous data about how visitors use our Website, such as which pages are frequently visited, the time spent on each page, and any error messages encountered. The information gathered helps us analyse user behaviour and improve the Website's performance and functionality.
  This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computers' hard drive in order to track and monitor your engagement and usage of the website but will not store, save or collect personal information. You can read Google's privacy policy here for further information [ http://www.google.com/privacy.html ].

- **Functionality Cookies:** Functionality cookies remember your preferences and choices to enhance your shopping experience on our Website. For example, they can remember your login credentials, language preferences, and selected currency.
- **Advertising and Targeting Cookies:** We may work with trusted advertising partners who use cookies to deliver personalised ads to you based on your interests and browsing behaviour. These cookies help us show you relevant product recommendations and promotions.

**3. Third-Party Cookies**
Our Website may also use third-party cookies provided by trusted partners for analytics, advertising, or other services. These cookies are subject to the respective privacy policies of the third-party providers.

**4. Cookie Consent**
By continuing to use our Website, you consent to the use of cookies as described in this Cookie Policy. When you first visit the Website, a pop-up notification will appear, informing you about the use of cookies and linking to this Cookie Policy for more information. If you wish to withdraw your consent or manage your cookie preferences, please refer to Section 5 below.

**5. Managing Cookie Preferences**
You have the right to manage your cookie preferences. Most web browsers allow you to control cookies through their settings. You can typically find these settings in the "Options," "Preferences," or "Settings" menu of your browser. Please note that blocking or deleting certain cookies may affect the functionality and usability of our Website, including the shopping cart and checkout process.

**6. Updates to this Cookie Policy**
We may update this Cookie Policy from time to time to reflect changes in technology, data protection legislation, or our practices. We will post the revised version on our Website, and the "Last Updated" date at the end of this policy will indicate the latest version.

**7. Contact Us**

If you have any questions, concerns, or requests regarding this Cookie Policy or our data practices, please contact us at:

Warm Corner Ltd
Unit 4 Brunel Close
Harworth
Doncaster
DN11 8QA Email: info@warmcorner.co.uk Phone: 01302 759308

By using our Website, you agree to the use of cookies in accordance with this policy. We recommend reviewing this policy periodically for any updates or changes.