

How we use Cookies

Cookies are small text files stored on your computer when you visit websites. We use cookies to help identify your computer so we can tailor your user experience, track shopping basket contents and where you are in the order process, and collect general information on how our website is used, which we use to help us improve it.

There are two 'flavours' of Cookies - 'Session' cookies and 'Persistent' cookies.

1. Session cookies are temporary and are deleted when you shut down your Web browser or turn off your computer. These are used to improve how you navigate through a website and, for example, to keep track of your shopping basket contents.
2. Persistent' cookies remain on your computer until manually deleted or when they reach an expiry date. They hold information that is useful if you revisit the website, such as login details and customising your personal preferences.

You can disable cookies already stored on your computer, but this may stop our website and others from functioning properly. It may also cause saved login details, for example, to be deleted, so ensure you have a note of them before deleting all cookies.

Essential Cookies

The following is strictly necessary in the operation of our website. If you choose to allow them, cookies placed on your computer by our website will, where applicable:

- Recall your login details when you next visit (where applicable)

Non-Essential Cookies

The following are not strictly necessary but are required to provide you with the best user experience and tell us, anonymously, which pages people find most interesting.

- Functional Cookies. Typically used for Live Chat support (if available) and for tracking the pages you visit. Page tracking data is collated by Google on behalf of millions of website owners, providing anonymous data on which pages you visited, how you got there, the page you exited the website from and so on. It allows us to see which pages are more or less popular and helps us to make our website even better.
- Targeting Cookies. These allow you, for example, to share pages with social networks such as Facebook (where applicable).

Data Sharing Policy

This website will not share any personal information with third parties.

Identifying Cookies on your computer

You can often identify the individual Cookies stored on your computer by visiting the Privacy Tools section of your Web browser - below are three examples of popular web browsers.

You can opt out of being tracked by Google Analytics across all websites. Search on 'Google Analytics Opt-out Browser Add-on' for the web browser plug-in.

Where we have embedded a video clip delivered from our YouTube channel, a cookie is set but this does not store personally-identifiable information as the clips are embedded using YouTube's privacy-enhanced mode. This mode restricts cookies set by YouTube. For more details search on 'YouTube's privacy-enhanced mode'.

Examples of where to find details of stored Cookies on your computer

Microsoft Internet Explorer (versions 6 - 9):

Internet Explorer does not currently provide an easy way to view/disable individual cookies. However, to disable all cookies:

- Go to Tools > Internet Options
- Click on 'Delete' under 'Browsing history'
- More options can be set under Internet Options > Privacy and under Privacy > Sites

Mozilla Firefox (versions 3 - 12):

- In the Web browser's toolbar, go to Tools (or click the Firefox tab) > Options > Privacy
- Click on 'Show Cookies' (earlier versions of Firefox) or 'Remove Individual Cookies'
- Scroll down until you find a folder with our website name
- Click on the + sign and it will show the Cookies stored that are related to our website
- Click on a named Cookie to read details about it, such as its expiry date
- You can delete an individual Cookie whenever it is highlighted

Google Chrome (version 18.0):

- From the toolbar spanner icon go to Settings > Under the Bonnet
- Under the 'Privacy' section click on 'Content Settings'
- Under the 'Cookies' section click on 'All cookies and site data'
- You will see a list of websites – click on one to show the names of stored cookies
- Click on a named cookie to view its details
- To remove an individual cookie, view its details and click 'Remove'

Typically found Cookies and their purpose:

These are some of the Cookies you will typically (not always) find on your computer and what they are for:

Cookie Name	Function	Type / Time Limit
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__utmz	Google Analytics (web traffic statistics)	Persistent. Expiry date shown
__utma	Google Analytics (web traffic statistics)	Persistent. Expiry date shown
__utmb	Google Analytics (web traffic statistics)	Persistent. Expiry date shown
__utmc	Google Analytics (web traffic statistics)	Session. Expires on shutdown
virtuemart	Required for operation of shopping section	Session. Expires on shutdown
xx_XXXXXXX_tpl	Name varies - stores page layout preference	Persistent. Expiry date shown
i.e. f7f2915758a4bcd	Session cookie, often related to the online shop	Session. Expires on shutdown
_twitter_sess	Twitter module. Holds no personal data	Session. Expires on shutdown
Guest_id	Twitter module. Holds no personal data	Persistent. Expiry date shown
k	Twitter module. Holds no personal data	Persistent. Expiry date shown
orginal_referer	Twitter module. Holds no personal data	Session. Expires on shutdown
datr	Facebook user cookie	Persistent. Expiry date shown
a_user	Facebook user cookie	Persistent. Expiry date shown
a_xs	Facebook user cookie	Persistent. Expiry date shown