

NUAIRE PRIVACY POLICY

DATA CONTROLLER

This privacy policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by Nuaire. For these purposes, Nuaire is the data controller of any personal data we collect. Details of our address and means to contact us are available at

<http://www.Nuaire.co.uk/contact-us/>

Nuaire will not collect any personal information about you unless you have chosen to give it to us. Therefore, this Website is structured so that, except where you purchase products from us, you can visit it without either identifying yourself or revealing any personal information about you.

Nuaire will handle all your personal information in accordance with the Data Protection Act 1998.

PROCESSING

Nuaire may require your email address or postal address and other relevant personal information in order to respond to an enquiry or to provide you with further information that you may request or to enter into a contract with you for purchase of products supplied by us. Any personal information collected will be treated as confidential and, save as set out below, Nuaire will not disclose any of your personal information except with your specific permission. Nuaire does not sell or rent user information to other organisations.

This personal information may also be used to communicate with you, to support your customer relationship with Nuaire, for marketing purposes, to contact you for market research purposes, to ask you to provide us with additional information in order to improve our services, to provide you with updates on new products or services which we think would be of particular interest, to ensure that content from the Website is presented in the most effective manner for you and for your computer and/or to notify you about changes to our products and/or service. In such instances, Nuaire will always give you the opportunity to opt out of receiving such unsolicited communications.

SECURITY

Nuaire has tried to create a secure and reliable Website for you. Nuaire has put in place appropriate safeguards and security measures given the nature of the information. Email enquiries are transmitted by insecure means and stored off-line. You recognise that the use of the Internet and the

Website is entirely at your own risk. Nuaire accepts no responsibility or liability for the security of personal information transmitted via the Internet.

DISCLOSURE

.Nuaire may disclose your personal information to:

- any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006; and/or
- third parties:
 - (i) in the event that Nuaire sell any business or assets, in which case Nuaire may disclose your personal data to the prospective buyer of such business or assets;
 - (ii) if Nuaire or substantially all of its assets are acquired by a third party, in which case personal data held by Nuaire about its customers will be one of the transferred assets;
 - (iii) if Nuaire is under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of Nuaire, our customers, or others; or to investigate or prevent a crime. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction; and/or
 - (iv) to obtain any professional advice.

COOKIES

How we use cookies;

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

When users terminate their connection to the Website site, the cookie is deleted. Nuairé also uses persistent cookies to collect information about your use of the Website to understand the use of the site. Any time a cookie is used, personal information is encrypted for Nuairé’s use only and protected from third party use. For security purposes, the information collected in the information will not be your personal information. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of the Website. Unless you have adjusted your browser setting so that it will refuse cookies, Nuairé’s system will issue cookies when you log on to the Website.

THE COOKIES WE COLLECT

The table below lists the cookies we collect and what information they store.

COOKIE name	COOKIE Description
CART	The association with your shopping cart.
CATEGORY_INFO	Stores the category info on the page, allows to display pages more quickly.
COMPARE	The items that you have in the Compare Products list.
CURRENCY	Your preferred currency
CUSTOMER	An encrypted version of your customer id with the store.
CUSTOMER_AUTH	An indicator if you are currently logged into the store.
CUSTOMER_INFO	An encrypted version of the customer group you belong to.
CUSTOMER_SEGMENT_IDS	Stores the Customer Segment ID
EXTERNAL_NO_CACHE	A flag, which indicates whether caching is disabled or not.
FRONTEND	Your session ID on the server.
GUEST-VIEW	Allows guests to edit their orders.
LAST_CATEGORY	The last category you visited.
LAST_PRODUCT	The most recent product you have viewed.
NEWMESSAGE	Indicates whether a new message has been received.

NO_CACHE	Indicates whether it is allowed to use cache.
PERSISTENT_SHOPPING_CART	A link to information about your cart and viewing history if you have asked the site.
POLL	The ID of any polls you have recently voted in.
POLLN	Information on what polls you have voted on.
RECENTLYCOMPARED	The items that you have recently compared.
STF	Information on products you have emailed to friends.
STORE	The store view or language you have selected.
USER_ALLOWED_SAVE_COOKIE	Indicates whether a customer allowed to use cookies.
VIEWED_PRODUCT_IDS	The products that you have recently viewed.
WISHLIST	An encrypted list of products added to your Wishlist.
WISHLIST_CNT	The number of items in your Wishlist.

We will also be adding Google Analytics Cookie list which can be found here;

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at marketing@nuaire.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to

Nuaire Group
Western Industrial Estate
Caerphilly
CF83 1NA

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

ZOPIM LIVE CHAT

Zopim [“Zopim Live Chat”] keeps all its data, which includes the personal data of the individual starting the chat, on its servers in the US. However, Zopim is not a US company. EU data protection laws prevent us from sending personal information outside of the EU to countries that don’t have similar data protection laws. The US operate a Safe Harbour scheme that allows personal data to be sent to those companies signed up to the scheme.

For Zopim the site <https://zopim.zendesk.com/entries/55444740-Is-Zopim-Compliant-with-the-EU-Safe-Harbor-Principles->, explains for customers within the EU to be compliant with the law we must obtain consent from the individual that they are happy to have their personal data sent outside of the EU.

“By using the Nuaire Ecommerce Zopim Live and by voluntarily providing us with personal information, you hereby represent that you are the owner of such personal information or are otherwise authorized to provide it to Zopim. You further agree that you are consenting to our collection, use, storage and/or disclosure of such personal information in accordance with this Policy.

You acknowledge and agree that your communications with Zopim will inevitably result in the transfer of information, including personal information, across international boundaries. If you provide personal information to Zopim through our Service, you acknowledge and agree that such personal information may be transferred from your current location to the offices and servers of Zopim and the authorized third parties referred to herein, located in Singapore, France, Germany, Ireland, Japan, Australia, Brazil and the United States of America and other countries (the "Other Countries") for storage and processing in accordance with this Policy. You acknowledge and agree that the privacy and data security laws of such Other Countries may be different from the privacy and data security laws in force in the country in which you reside and agree that the privacy and security laws in effect in the applicable Other Countries may govern how your personal information may be collected, used, stored and/or disclosed."