

COOKIE POLICY

Cookies help us remember you and show you more of the things we think you'll like

www.wellis.com / www.wellisparts.com / www.wellisblog.com ("our site") uses cookies to differentiate you from other users of our site. This helps us to give you a good experience when you browse our site and also allows us to improve our site.

Cookies are small files, typically containing letters and numbers that are downloaded on to your computer, smart phone or tablet device by websites that you visit. Cookies are widely used to make websites work or work more efficiently. We use cookies to keep track of what you have in your basket and to remember you when you return to our website.

If you do not wish to enable cookies, you will still be able to browse our website, however, if you would like to order products or manage your account, you will need to have cookies enabled - please see the section on managing cookies which provides further information about this.

Different kind of cookies that we use

Persistent cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date;

Session cookies: session cookies will expire at the end of the user session, when the web browser is closed. Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

First party cookies - these are set by the domain (or sub-domain) in the web browser.

Third party cookies - these are set by a different domain to the one on the website you are looking at. Third party cookies are used for a variety of reasons. The uses of these are outlined in the third party cookie section.

Strictly necessary cookies: these are cookies that are required for the operation of our site. They include, for example, cookies that enable you to log into secure areas of our site or use a shopping basket.

Analytical/performance cookies: these allow us to recognise and count the number of visitors and to see how visitors move around our site when they are using it. This helps us to improve the way our site works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies: these are used to recognise you when you return to our site. This enables us to personalise our content for you and remember any preferences (for example, your choice of language or region).

To make full use of the shopping, account management and the personalised features of our website, it is important that your computer, smart phone or tablet is set to accept cookies. Most websites use cookies, however if you would prefer to block, restrict or delete cookies from our website, you can use your browser to do this. Whilst this policy provides some guidance on how to do this, each browser is different, so please check the 'Help' menu of your particular browser to learn more about how to change your cookie preferences.

The table below explains the cookies that we use that have been issued by our website and why.

Cookies used to shop with us

| Cookie | Purpose |
|--------------------------|--|
| ASPSESSIONID**** SID | This cookie allows our web servers to respond to your actions on the website such as "Add to basket" or browsing the website. The website will not work correctly without it. |
| TS01da39f2 TS01b917c3 | These cookies are used to enable important functionality for our website. |
| fgh*** | This cookie is used to enable important functionality for our website. |
| userKey2 | This cookie is used to record whether a customer has made a purchase having been referred to us by a 3rd party web site. This helps us know which of our online marketing channels is the most effective and also allow us to reward some external websites for directing you to us. |

Cookies used to enable functionality

| Cookie | Purpose |
|-----------------|--|
| EntryName | This cookie is used to track marketing campaign information. |
| FEED | This cookie is used to track marketing campaign information. |
| homeSignUpPopup | This cookie is used to determine when a pop-up banner should be shown on the home page. |
| prudsysSID | This cookie allows us to provide personalised recommendations based on your browsing activity. |
| HSID | This cookie is used to retrieve information about a visitors saved items. |
| user | This cookie is used to pre-populate your e-mail address which you have already entered as part of the checkout |

| Cookie | Purpose |
|--|--|
| | process. It makes it easier for you to log in to check your order information as soon as you have placed an order. |
| userAnyDevice | This cookie is used to determine a user's device. |
| userPostcode | This cookie is used to store postcodes for checkout purposes. |
| bag%5Foffer%5Fcodes (bag_offer_codes) | This cookie stores your promotional offer code, if you have already entered one, so that you do not have to reenter it. |
| bag%5Fdelivery%5Fchoice (bag_delivery_choice) | This cookie stores your delivery preference and price that you selected whilst in your shopping bag. |
| newC | This cookie is used to determine if you are new to us. |
| offer_new_customer | This cookie is used to provide new customers with offers. |
| SITEPREF | This cookie is used in order to determine whether to show you the mobile or desktop website. |
| siteWideBannerShow | This cookie used to determine whether to display a site wide banner. |
| SortOrder | This cookie is used to specify the product sort order. |
| consentCookie | This cookie is used to determine when a cookie notice banner should be shown. |
| CookiePreferences | This cookie is used to manage your cookie preferences. |
| Quitify_* | This cookie is used to enable the display of marketing banners. |
| scrollTop | This cookie is used to maintain your position on the page whilst navigating within "My Account". |
| PHPSESSID | This data is used for navigating our blogs. |
| __/_/COMMON/Ajax/searchWords.asp* | This data is used to provide search suggestions when typing in a keyword into the website's search box. (Local Storage) |
| searchTems | This data is used to remember your recent search terms on a mobile phone and on the app to improve navigation. (Local Storage) |
| SS_deltaBuffer | This data is used to provide you with a smoother scrolling experience whilst browsing. (Local Storage) |

| Cookie | Purpose |
|----------------------------|--|
| initialLower, initialUpper | This data is used to refine a list of products by price to help with website navigation. (Local Storage) |
| tutorialComplete | This data is used to control the display of our App tutorial. (Local Storage) |
| productPageViewed | This data is used to display the lists of products. (Local Storage) |
| biometricIdUsed | This data is used for touch ID login in our apps. (Local Storage) |

First party cookies set by us on behalf of third parties

| Cookie | Purpose |
|---|--|
| mt.c-lbx mt.g.*** mt.pc mt.v mt.t-lbx | These cookies are used to personalise your journey with us and to provide you with a better shopping experience. We set these cookies on behalf of a company called Monetate. |
| __pr.** prga prga_gid | These cookies are used to enable product reviews. We set these cookies on behalf of a company called PowerReviews. |
| __utm* _ga _gac_* AMCV_* AMCVS_* gvo_c11 | These cookies are used to collect information about how visitors use our website. We use this information to help us improve our website and also to produce information about the number of visitors, orders, geographical location and the pages visited. These cookies collect information anonymously and the service is provided by Google Analytics. |
| S2Sv4 V1v4 V2v4 V3v4 V9v4 | These cookies are used to identify your browser and to capture information about you and your use of this website which is then used by us and other third parties for advertising purposes. We set these cookies on behalf of a company called Sub2. You can find out more about these cookies and how to opt-out by clicking here . |
| _bcvm_vid_***** bc_pv_end _bc-curl | These cookies allow us to provide web chat features and are set on behalf of a company BoldChat. |
| gpv_** s_vi_** s_campaign s_fid s_cc | These cookies help us collect and analyse visitor information such as browser usage, new visitor numbers, response to marketing activity and shopping times. The information helps us to improve the website and your shopping experience, and to make our marketing campaigns relevant. We set these cookies on behalf of |

| Cookie | Purpose |
|--|--|
| s_ev8 s_intcmp s_kwcid s_ppv s_ppvl s_sq s_ptc | Adobe Analytics. You can find out more about these cookies and how to opt-out by clicking here . |
| _gcl_* | Sometimes we advertise on 3rd party websites. We use Google DoubleClick for paid advertising on other websites. |
| __atuvc __atuvv | These cookies are used by the social sharing platform AddThis on our blog. |
| com.adobe.reactor.dataElementCookiesMigrated | This data is used to collect information about how visitors use our website. We use this information to help us improve our website and also to produce information for example about the number of visitors, orders, geographical location and the website pages visited. (Local Storage) |
| SUB2_item | This data is used to capture information about items in your basket for use by our advertising partner Sub2. (Local Storage) |
| io_temp | This data is used for our product reviews feature. (Local Storage) |
| _at.cww at-rand at.hist.0924 | These cookies are used by our social sharing platform that provides inspirational content, styling advice and fashion ideas. (Local Storage) |

STRICTLY NECESSARY (ESSENTIAL) COOKIES

| Cookie | Name | Purpose |
|---------------------------|--|--|
| Salesforce Commerce Cloud | dw dwsid dwsecuretoken dwanonymous dwac dw_cookies_accepted dw_dnt | Administer the e-commerce portions of our Website. Expire after 24 months. These cookies are essential in order to provide a good shopping experience, enabling customers to place orders and manage their information in the my account area. |
| Google Tag Manager | _dc_gtm_UA | Allow other scripts to function correctly. |

NON-ESSENTIAL COOKIES

Analytical/Performance cookies (track and collect information about visitors to our site)

| Cookie | Name | Purpose of the Cookie |
|-------------------------------------|-------------------------------------|--|
| Google Analytics | _ga | Analytics tracking. Expires after 2 years. Track and collection information about visitors to our site. |
| Google Analytics | _dc_gtm_UA-7174458-3 | Used by Google Analytics for visitor tracking (does not track or store personal data). Cleared on browser close. Track and collection information about visitors to our site. |
| Google Analytics Additional Cookies | As described here . | As described in the link. |
| Google Security | sid | Authenticate users and prevent fraud. We use security cookies to authenticate users, prevent fraudulent use of login credentials, and protect user data from unauthorized parties. For example, "SID" contains digitally signed and encrypted records of a user's Google account ID and most recent sign-in time. This allows us to block many types of attack, such as attempts to steal the content of forms that you complete on web pages. |
| Hotjar | _hjIncludedInSample | Analytics tracking. Lifetime: Session-based cookies that are deleted when you leave the site. Track and collect information about visitors to measure and improve performance. You can block this cookie at browser level by following the instructions on Hotjar's website . |
| Fresh Relevance | tms_VisitorID | Stores a unique id for the device. This is used to keep track of your shopping, to send/show you offers that relate to the products viewed, so you can be contacted by email if you seem to be having problems, or to help us improve the Website. |

| | | |
|-----------------|----------|--|
| Fresh Relevance | tms_wsip | <p>Records whether the device has a modern web browser that supports a more efficient communication channel called "web sockets".</p> <p>This is used to keep track of your shopping, to send/show you offers that relate to the products viewed, so you can be contacted by email if you seem to be having problems, or to help us improve the Website.</p> |
|-----------------|----------|--|

Functionality cookies (make your experience of our website better, customise our site and store information about your preferences)

| Cookie | Name | Purpose of the Cookie |
|--|---|--|
| Salesforce Commerce Cloud Analytic Cookies | __cq_seg __cq_uuid __cq_bc __cqact | <p>Track anonymous or logged in users. Expire after 1 year and 1 month.</p> <p>Measure and improve performance, and support personalisation of site content.</p> <p>More information here.</p> |
| Salesforce Commerce Cloud Custom Attribute Cookies | productsViewedMonth orders ordersAmounts avgOrderValue productsOrdered topCategoriesOrdered visitsMonth visitsYear visitsWeek | <p>Support personalisation of site content by tracking previous browsing and shopping behaviour.</p> <p>Support an experience on our website that is tailored for you.</p> |
| Optimizely | optimizelyDomainTestCookie optimizelyEndUserId | <p>Uniquely identify visitors, track and collect information about visitors, test and improve our website content.</p> <p>Make your experience of our website better.</p> |

Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.

You can block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. For more information on cookies for the most common browsers, please refer to the pages below:

Managing Cookies

If cookies aren't enabled on your computer, smart phone or tablet device it will mean that your shopping experience on our website will be limited to browsing. You won't be able to add items to your basket, order items or manage your account.

Enabling or Disabling cookies for Personal Computers

| Browser Type | Steps |
|---|---|
|  | <p>Microsoft Internet Explorer versions 6.0, 7.0, 8.0, 9.0, 10.0, 11.0, Edge</p> <p>In order to enable or disable cookies on your Internet Explorer browser, please follow the official guide.</p> |
|  | <p>Mozilla Firefox</p> <p>In order to enable or disable cookies on your Mozilla FireFox browser, please follow the official guide.</p> |
|  | <p>Google Chrome</p> <p>In order to enable or disable cookies on your Google Chrome browser, please follow the official guide.</p> |
|  | <p>Safari</p> <p>In order to enable or disable cookies on your Safari browser, please follow the official guide.</p> |

Enabling or Disabling cookies for Android Devices

| Browser Type | Steps |
|---|--|
|  | <p>Google Chrome</p> <ul style="list-style-type: none"> • Click on More menu at the top right corner of your browser window and select Settings • Then select Privacy • Click on Cookies • Select Enabled or Disable • For more details visit the official guide. |

| Browser Type | Steps |
|---|---|
|  | <p>Mozilla Firefox</p> <ul style="list-style-type: none"> • Click on More menu at the top right corner of your browser window and select Settings • Then select Site settings • Click on Cookies • Click Cookies and Allow third party cookies boxes in order to disable or enable the options • For more details visit the official guide. |

Enabling cookies for Apple Devices

| Browser Type | Steps |
|---|--|
|  | <p>Safari</p> <ul style="list-style-type: none"> • From your home screen click Settings • Select Safari, and turn off or on the Block All Cookies option • For more details visit the official guide. |

All other browsers

Please consult your documentation or online help files.

Further information about cookies

If you would like further information about cookies in general and how to manage them, may we suggest that you visit (<https://www.aboutcookies.org>) which provides a useful guide to deleting and controlling cookies, brought to you by OUT-LAW, part of international law firm Pinsent Masons. Please note that we are not responsible for the content of this website.

Cookies will expire after the times specified in the table above. We may alter this Cookie Policy at any time. You are therefore advised to check the policy on our website from time to time. If you would like to know more about how we use cookies, please contact us at contact@wellisuk.co.uk

This policy was last updated on 20 November 2019.