



hunterstoves

GROUP

GDPR PRIVACY AND COOKIES NOTICE

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Hunter Stoves Limited, 8 Emperor Way, Exeter Business Park, Exeter, EX1 3QS

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INTRODUCTION AND GENERAL TERMS

The aim of this privacy notice is to explain to you how we control and process your data. This includes the collection, usage, disclosure, transfer, storage and disposal of your data.

Hunter Stoves Ltd is committed to protecting your personal information when you are using our services, which we want to be a safe and enjoyable experience. This Privacy and Cookies Notice relates to our use of any personal information that we collect from you when using our website and online services. It also relates to our use of any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

This Privacy and Cookies Notice explains the following:

- What information Hunter Stoves Ltd may collect about you;
- How Hunter Stoves Ltd will use information we collect about you;
- When Hunter Stoves Ltd may use your details to contact you;
- Whether Hunter Stoves Ltd will disclose your details to anyone else;
- Your choices regarding the personal information you provide to us;
- The use of cookies on Hunter Stoves Ltd's website and how you can reject cookies.

Hunter Stoves Ltd is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act/General Data Protection Regulation 2018 (these laws are referred to collectively in this Privacy and Cookies Notice as the "data protection laws"). No website can be completely secure.

Hunter Stoves Ltd's website may contain hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, and are also likely to use cookies, and we therefore encourage you to review them. They will govern the use of personal information you submit when visiting these websites, which may also be collected by cookies. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

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WHO ARE WE?

Hunter Stoves Ltd are one of the UK's longest running wood stove manufacturers, having been founded in 1970. Based in Exeter, Devon, we manufacture over 200 different designs of multi fuel, wood and gas stoves. The Hunter Stoves Group portfolio features a variety of trusted brands, all known for exceptional quality and emission levels, including Herald, Di Lusso, Avalon, Cleanburn and Parkray stoves. The company employs over 55 people and distributes to most western European countries, South Africa, New Zealand and Japan.

We have a dedicated Research and Development facility based in Camelford, Cornwall, which also incorporates the manufacturing of stoves. This factory is powered by solar panels, which forms part of Hunter Stoves Group's ongoing commitment to preserving the natural environment.

To find out more, please click [here](#).

WHAT INFORMATION WILL HUNTER STOVES LTD COLLECT ABOUT ME?

When using our website, the personal information other than business information that we collect may include but not be limited to your name, address, email address, date of birth, IP address, and information regarding what pages are accessed and when. Like many other websites, the Hunter Stoves Ltd website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service. For more information please see the section on [Cookies](#).

When interacting with the Hunter Stoves Ltd office, either by phone, email or a face to face visit, we may collect information including but not limited to your name, address, email address and phone number.

When entering into a business agreement with Hunter Stoves Ltd we may collect information including but not limited to your name, address, email address and phone number. Please note that sometimes we will require you to provide additional personal information, and sometimes sensitive personal information. When we do this, we will provide further information about why we are collecting your information and how we will use it.

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HOW WILL HUNTER STOVES LTD USE THE INFORMATION IT COLLECTS ABOUT ME?

Hunter Stoves Ltd will use your personal information for a number of purposes including, but limited not to, the following:

- To provide our products, services, activities or online content, to provide you with information about them, to personalise and tailor them, and to deal with your requests and enquiries about them;
- To provide you with the most user-friendly online navigation experience;
- To respond to communications from you;
- We may also show you relevant advertising on third party sites where you have agreed to this;
- To use IP addresses and device identifiers to identify the location of users, to block disruptive use, to establish the number of visits from different countries, and to determine whether you are accessing our services from the UK or not.
- For analysis and research purposes so that we may improve the services offered by Hunter Stoves Ltd. This can include using geo-demographic information from external sources, where this helps us ensure we are providing the best service possible;
- We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

Where Hunter Stoves Ltd proposes using your personal information for any other uses we will ensure that we notify you first. Please see the section on [Changes to Hunter Stoves Ltd's Privacy and Cookies Policy](#) for details.

WHEN WILL HUNTER STOVES LTD CONTACT ME?

General contact

We may contact you in relation to any contact or enquiry that you submit to us when using our website and online services. This also relates to any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

Contact for marketing purposes?

Hunter Stoves Ltd will only send you marketing emails where you have agreed to this.

We may personalise the message content based upon any information you have provided to us previously and your business type.

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We may use information which we hold about you to show you relevant advertising on third party sites (e.g. Facebook, Google, Instagram, Snapchat and Twitter). If you don't want to be shown targeted advertising messages from Hunter Stoves Ltd, some third party sites allow you to request not to see messages from specific advertisers on that site in future.

WILL HUNTER STOVES LTD SHARE MY PERSONAL INFORMATION WITH ANYONE ELSE?

We will keep your information within Hunter Stoves Ltd except where disclosure is required or permitted by law (for example to government bodies and law enforcement agencies) or as described in this section and the section concerning [Offensive or Inappropriate Content](#).

Generally, we will use your information within Hunter Stoves Ltd and will only share it outside Hunter Stoves Ltd where you have requested it or given your consent. However, we may share with third party sites (e.g. Facebook, Google, Instagram and Twitter) some data, with appropriate security measures, to show you relevant advertising on third party sites, as set out above. Sometimes Hunter Stoves Ltd uses third parties to process your information on our behalf, for example to provide analysis. Hunter Stoves Ltd requires these third parties to comply strictly with its instructions and Hunter Stoves Ltd requires that they do not use your personal information for their own business purposes, unless you have explicitly consented to the use of your personal information in this way.

OFFENSIVE OR INAPPROPRIATE CONTENT SENT TO HUNTER STOVES LTD

If you post or send content which may reasonably be deemed to be offensive, inappropriate or objectionable anywhere on Hunter Stoves Ltd's websites, social media or communications channels, Hunter Stoves Ltd may remove such content.

Where Hunter Stoves Ltd reasonably believes that you are or may be in breach of any applicable laws, for example on hate speech, Hunter Stoves Ltd may disclose your personal information to relevant third parties, including to law enforcement agencies or your internet provider. Hunter Stoves Ltd would only do so in circumstances where such disclosure is permitted under applicable laws, including data protection law.

WHAT IF I AM AGED UNDER 18?

If you are aged 18 or under, please get your parent or guardian's permission before you submit any personal information to Hunter Stoves Ltd when using our website and online services. This also relates to any personal information you provide to us by phone, SMS, email, in letters and other correspondence and in person.

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HOW LONG WILL HUNTER STOVES LTD KEEP MY INFORMATION?

We will hold your personal information on our systems for as long as is necessary for undertaking of the relevant activity, or as long as is set out in any relevant contract you hold with Hunter Stoves Ltd.

CAN I REQUEST THAT MY DATA BE DELETED?

Please see the section on finding out [what data Hunter Stoves Ltd holds about you](#).

CAN I FIND OUT WHAT DATA HUNTER STOVES LTD HOLDS ABOUT ME?

Under the Data Protection Act/General Data Protection Regulation you have the right to request a copy of the personal information held about you and to have any inaccuracies corrected or your data deleted. We require you to prove your identity with two pieces of approved identification. We will use reasonable efforts consistent with our legal duty to supply, correct or delete personal information about you on our files. Please address requests and questions about this or any other question about this Privacy and Cookies Notice to the GDPR Team, Hunter Stoves Ltd (gdpdteam@hunterstoves.co.uk).

We will need two forms of identification, which can be copies of:

Passport

Driving licence

Birth certificate

Utility bill (from last 3 months)

Current vehicle registration document

Bank statement (from last 3 months).

COOKIES

What is a Cookie?

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a "device") web browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your web browser if your browser's preferences allow it. Many websites do this whenever a user visits their website in order to track online traffic flows. Similar technologies are also often used within emails to understand whether the email has been read or if any links have been clicked. If you continue without changing your settings,

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We'll assume that you are happy to receive all cookies on the Hunter Stoves Ltd website. However, you can change your cookie settings at any time. Please note that cookies can't harm your computer. We don't store personally identifiable information in cookies we create, but we do use encrypted information gathered from them to help improve your experience of the site. For example, they help us to identify and resolve errors. During the course of any visit to the Hunter Stoves Ltd website, the pages you see, along with a cookie, are downloaded to your device. Many websites do this, because cookies enable website publishers to do useful things like find out whether the device (and probably its user) has visited the website before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

How does Hunter Stoves Ltd use cookies?

Information supplied by cookies can help us to understand the profile of our visitors and help us to provide you with a better user experience. For example, if on a previous visit you went to our Spares pages, we might find this out from your cookie and relevant information on your second and subsequent visits. Hunter Stoves Ltd uses this type of information to help improve the services it provides to its users.

Please note that during your visits to Hunter Stoves Ltd's website you may notice some cookies that are not related to Hunter Stoves Ltd or our contractors.

To enhance the user experience, we sometimes embed content from social media and other third party websites. These may include YouTube, Twitter, Facebook, Instagram and Pinterest. As a result, when you visit a page containing such content, you may be presented with cookies from these websites and these third party cookies may track your use of the Hunter Stoves Ltd website. Hunter Stoves Ltd does not control the dissemination of these cookies and you should check the relevant third party's website for more information. If you continue without changing your settings, we'll assume that you are happy to receive all cookies on the Hunter Stoves Ltd website.

Where Hunter Stoves Ltd embeds content from social media and other third party websites, some websites may use Google Analytics to collect data about user behaviour for their own purposes. Hunter Stoves Ltd does not control this. For more information, see the Google webpage "How Google uses data when you use our partners' sites or apps".

We use the following cookies:

- Essential Cookies - A cookie falls into this category if it is essential to the operation of our site, supporting functions such as logging in, your shopping basket, and payment transactions.
- Analytics Cookies - It is important for us to understand how you use our site, for example, how efficiently you are able to navigate around it, and what features you use. Analytics cookies enable us to gather this information, helping us to improve our site and your experience of it.

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- **Functionality Cookies** - Functionality cookies enable us to provide additional functions to you on our site such as personalisation and remembering your saved preferences.
- **Targeting Cookies** - We use cookies to compile visitor statistics such as how many people have visited our site, what type of technology they are using (e.g. Mac or Windows, which helps to identify when our site isn't working as it should for particular technologies), how long they spend on the site, what page they look at etc. This helps us to continuously improve our site. These so called 'analytics' programs also tell us if, on an anonymous basis, how people reached this site (e.g. from a search engine) and whether they have been here before helping us to put more money into developing our services for you instead of marketing spend. We use Google Analytics for our visitor statistics. There is no way to prevent these cookies being set other than to not use our site.

Other information collected from web browsers

Your web browser may also provide Hunter Stoves Ltd with information about your device, such as an IP address and details about the browser that you are using. We use information provided by your browser or by the link that you have clicked to understand the webpage that directed you to Hunter Stoves Ltd and this may be captured by performance cookies.

If you have any concerns about the way that we use cookies or respect your settings, then please contact gdp rteam@hunterstoves.co.uk.

DO NOT TRACK BROWSER SETTINGS

Do not track (DNT) is a feature offered by some browsers, with some newer browsers offering it as default. If you enable it, it sends a signal to websites to request that your browsing isn't tracked, for example by third party ad or social networks, or analytic companies. At present no industry-wide uniform standard has been agreed and adopted to determine how DNT requests should be managed, so our website doesn't currently respond to DNT requests. Until that standard is established, we'll continue to review DNT and other new technologies, but won't respond to DNT requests. We're giving you this information to comply with recent legislation, and to ensure that we are honest and clear about your privacy when using our website. We know you'd expect nothing less from us, and please be assured that we're working on a number of other privacy and cookie-related improvements to the website.

CHANGES TO HUNTER STOVES LTD'S PRIVACY AND COOKIES NOTICE

This Privacy and Cookies Notice may be updated from time to time so you may wish to check it each time you submit personal information to Hunter Stoves Ltd. If you do not agree to these changes, please do not continue to use the Hunter Stoves Ltd website to submit personal information to us. If material changes are made to the Privacy and Cookies Notice, for instance affecting how we would like to use your personal information, we will provide a more prominent notice (including, for certain services, email notification of Privacy Notice changes).

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