



Cookies Policy

1. Cookies policy

WTI Fasteners Ltd (hereafter referred to as 'us' or 'we') is committed to upholding and protecting the privacy of our customers and any visitor to the website. As such, wherever possible data collected from users of our website is collected and processed anonymously. Whilst most of our website can be used without having to input any personal information, its submission is required in certain areas (e.g. enquiry forms, customer portal) and in such circumstances the personal details entered will be safeguarded under relevant data protection legislation, including General Data Protection Regulation (GDPR). Please refer to our Privacy Policy for further information.

New UK legislation holds that cookies can only be used with the consent of website users except wherein the cookie is strictly necessary to perform a service or feature expressly requested by a user.

2. What is a cookie?

Cookies are small text files containing identification tags that a website sends to users' computers, phones, tablets, or any other device being used to access the site. They help the website to recognise your device the next time you visit, and can record information about your online preferences, which can be beneficial in tailoring the website experience to individual users.

Some cookies collect personal information, such as if you clicked 'remember me' when logging into a website, which will prompt the cookie to store your username and potentially your password also. However, most cookies simply collect more general and typically anonymised aggregated information, such as how users arrive at the website (e.g. by clicking on an advert or entering via search engines). For more information on the types of cookies that this website uses and why they are used, please refer to sections 3 and 4 below.

For more information on cookies please refer to allaboutcookies.org

3. What cookies do we use?

We use a variety of cookie types and similar tools across the WTI Fasteners website, and by using our website, you agree that we can place these types of cookies on your device:

- **First party cookies:** we set these cookies and they can only be read by us.
- **Session cookies:** these are only stored temporarily on your computer or device during a single browsing session and will be deleted from your device once the browser is closed.
- **Persistent cookies:** these will be saved on your computer or device for a fixed period. They will not be deleted when the browser is closed. We use these cookies to recognise your device for multiple browsing sessions.
- **Third party cookies:** we may use third party suppliers and service providers who may also set cookies on our website in order to deliver their services.
- **Google Analytics:** examples of information gathered via Google Analytics include the number of times the same visitor has been to the site, the time at which visitors enter and leave the site, the duration of a visitor's browsing session, the general location (country or region) of a visitor, which pages are visited most often, etc. Please refer to section 4 below for information on how we use the data gathered by Google Analytics.
- **Google Ads:** examples of information gathered via Google Ads include the search terms you entered into a search engine that triggered our adverts, whether that advert is clicked on, how long you stay on the landing page, etc.

4. Why do we use cookies?

Generally, cookies help our website operate efficiently and perform certain functions. They also improve and facilitate visitors' overall user experience of the site, for instance by allowing the site to recommend relevant content to users (*e.g.* related or previously viewed products, technical advice).

We also use cookies and the information they gather to assess the site's performance and consequently improve how it works. For example, any broken outbound or internal links can be identified and rectified, any pages with a high bounce rate can be evaluated and improved to offer better information and/or services to users, and any countries with a high visitor rate can prompt relevant translations of the site.

5. Links to third party websites

The WTI Fasteners website contains outbound links to websites owned and operated by third parties, each of which will have their own privacy and cookie policies, which we encourage you to review should you choose to access these third party sites.

The use of such third party websites is at the user's own risk. We do not accept any liability or responsibility for the privacy policies of such third party websites, and we do not accept any liability or responsibility for the manner in which such third party websites collect, store, or use personal information.

6. Enquiry form

The enquiry forms on our website can be used by visitors to contact us, and in order to send these, personal information is required to be submitted. The personal details entered will be held only so that we can provide the service requested by the user and any such similar closely related purpose.

7. Customer portal

In the Technical Support section of our website there is the option to register with the website so that you can gain access to a customer portal, which contains a resource library. Your details are held only so that we can provide relevant services (*e.g.* technical advice sessions) and that we can monitor who is accessing the technical resources, as these contain sensitive files.

If you would like us to remove your details please contact us.

8. Can cookies be blocked or disabled?

All recent versions of browsers give you a degree of control over cookies, and you will be able to use your specific browser's settings to determine which cookies are stored on your device and whether any can be blocked or removed. Most browsers will have a 'help' feature where you will be able to find information on how to do this.

However, cookies facilitate site functionality and help you to enjoy the best experience of our website, so if you choose to disable cookies, please bear in mind that there may be certain sections of the site that do not work correctly as a result.

9. Policy version

Version 2.0 (April 2021)