

COOKIE POLICY

This policy explains our use of Cookies and by visiting our website and accepting our Cookies you are consenting to the practices outlined in this policy. We encourage you to read this policy carefully, as it will help you make informed decisions about how you interact and use our website.

What are Cookies?

Cookies are small text files that are sent by a website to a web browser and contain information that is transferred to your computer's hard drive. This enables the website to identify and track the web browser. Cookies can, amongst other functions, enable a website to recognise a device each time it visits, remember users preferences and recommend content. Cookies in themselves do not identify the individual user, but rather the computer used.

For further information on cookies, their uses and managing and disabling them please visit the [cookies page](#) on the ICO's website. Also the following website provides information on cookies and their uses [All About Cookies](#).

How we use Cookies?

Different cookies do different things; some are essential to the operation of a website, whilst others are not. The different types [and names] of the cookies we use are as follows:

- **Strictly Necessary Cookies** – these are cookies that are required for the operation of our website [wfwaf-authcookie] this cookie is set by the WordPress security plugin "WordFence". It is used to authenticate user's login requests
- **Performance Cookies** – these allow us to recognise and count the number of visitors to our website and see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily. This information is shared with Google Analytics in an anonymised format (which is covered in more detail below) [_gid | _gat | _ga] this cookie is set by Google Analytics, which monitor website performance and the usage of the site
- **Functionality Cookies** – these allow you to use our websites full functionality ie. enables live chat to continue as you move between pages [woocommerce_cart_hash | woocommerce_items_in_cart | wordpress_logged_in | wordpress_sec | wpSGCacheBypass | wp-woocommerce_session_] If you disable these cookies, you will not be able to use the shop functionality of our website
- **Advertising Cookies** [1P_JAR | CONSENT | DV | IDE | NID] These cookies are set by google.com, youtube.com and doubleclick.net (the Google advertising network). They exist to customise the advertising you see across their networks and with our advertising on those platforms (for further information please click [here](#))

Any personal information collected through our use of cookies will be processed in accordance with our [privacy policy](#).

Google Analytics & Google Analytics Advertising Features

We use Google Analytics to collect information about how our visitors use and navigate our website (to track interest in our products which enables us to understand what most appeals so we can customise our offers and services). This allows us to analyse usage of the website so we can continually work to add new features and improve our users' experience of them. We may use the Advertising Feature of Google Analytics to find out more about the demographics and interests of our visitors too.

Information shared with Google Analytics is in anonymised form and does not contain any personally identifiable information. Although your IP address is sent to Google (this is classed as pseudonymous data) this too is anonymized by Google before it is stored and processed (for further technical information on IP anonymization click [here](#)). For further information please read the [Google Analytics Privacy Policy](#).

And see links below for further information on Google's Ads Settings and to Opt Out of being tracked by Google Analytics across all websites.

How to manage Cookies?

Depending on the browser you use, you can change your settings to allow or disable cookies and clear out those that already exist. If you prefer not to receive cookies, you can adjust your web browser to refuse cookies or to warn you when cookies are being used but please note that this may limit the amount of functions you can use on ours and others websites ie. without cookies you could not use the Live Chat feature on websites.

The following sites explain how you can manage your cookies for the most popular browsers:

Chrome: <https://support.google.com/chrome/answer/95647?hl=en>

Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Internet Explorer: <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

Microsoft Edge: <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy>

Safari: <http://support.apple.com/kb/ph5042>

Opera: <http://help.opera.com/Windows/10.00/en/cookies.html>

Do Not Track, Ad Options & Opting-Out of Google Analytics

Do Not Track (DNT) – is a web browser setting that requests that a web application disable it's tracking of an individual user. When you choose to turn on the DNT setting in your browser, it sends a special signal to websites, analytics companies, ad networks, plugin providers and other web services, you encounter while browsing, to stop tracking your activity (find out how to enable DNT [here](#)).

Ad Options – you can find out how you control the behavioural advertising that is served to you across the sites you visit [here](#).

Google – Ad Settings & Opting Out of Google Analytics – you can go to Google preferences to see what Google thinks are your age, gender and interests. You can add, edit or delete information on that page or find information on how you can opt out of Google's use of cookies for advertising by visiting [Google's Ads Settings](#) pages too. And if you wanted to opt-out of being tracked by Google Analytics across all websites you can do so by installing the [Google Analytics Opt-out Browser Add-on](#).

Third Party Sites

visionagi.co.uk may contain links to and from the websites of our partner networks, advertisers and other third parties. If you follow a link to any of these websites, please note that they have their own privacy policies and that visionagi.co.uk does not accept any responsibility or liability for these policies. Please make sure you check the individual site policies before submitting any data to these websites.

HTML Links

We may include some hypertext (HTML) links on visionagi.co.uk that lead to websites which are not under the control of visionagi.co.uk. We make no representation or warranty concerning the content of these websites and accept no responsibility or liability in respect of the material on any website as this is not under the control of Vision AGI. These links are provided by visionagi.co.uk as a convenience to you, and the inclusion of this HTML does not imply an endorsement or relationship between visionagi.co.uk and the hyper-linked organisation or individual.



What type of information do we use?

Automatic Information

This is information that is automatically stored by us when you interact with our site. Like many other websites, we use cookies to obtain certain types of information when your browser (ie. Internet Explorer, Firefox, Safari, Google Chrome etc) accesses visionagi.co.uk or advertisements and other content served by or on behalf of visionagi.co.uk on other websites. This information includes:

- the IP address of your computer
- e-mail address and password (for registration)
- computer and connection information, such as browser type, version and operating system
- purchase history
- the full URL clickstream to, through and from our website (including date and time)
- cookies
- any phone number used to call customer services
- products you viewed and searched for
- items put in your basket but not purchased (known as lost baskets)
- session information, including page response times, download errors and the length of visits to certain pages
- page interaction information such as scrolling, clicks, and mouse-overs

Information from Other Sources

This is any information received from other sources that we would use to update our account information. Examples of information we receive from other sources include:

- updated delivery and address information from our carriers or third parties
- credit history information which we use to help prevent and detect fraud

Email Communication

This is information that comes to us to let us know if you have opened our emails or not. These statistics helps us to make the Vision AGI emails more useful and interesting, plus we learn what kind of offers or brands appeal to our customers. You can always opt out of our emails at any time by clicking 'unsubscribe' at the bottom of the emails.

How secure is the information we store?

It is very important to protect against unauthorised access to your password and to your computer. If you visit visionagi.co.uk using a shared computer, please do not use the browser function to remember your password and also remember to sign out of your account when you have finished your session. To sign out of visionagi.co.uk, click 'Log out' beside 'Your name' at the top of the page.

Your payment details are not stored on visionagi.co.uk. Each time you make a purchase, you will have to re-enter your credit or debit card details to complete your order. When confirming an order, we will NEVER print your card details on your invoice to protect your personal security. Payments are processed by SagePay and we use 3D secure as an extra method to prevent cards being used fraudulently. All information you submit when making a payment is transmitted to the payment provider using Secure Sockets Layer (SSL) software, which encrypts the information you input.

How can you check the details we store?

If you wish to verify the details you have submitted to visionagi.co.uk you may do so by contacting us via the details given below. We will request proof of identity before we reveal information (including your email address and password that you submitted upon registration) please see further details in our [Privacy Policy](#). It is therefore vital that you keep this information safe as you will be responsible for any action which we take in response to a request from someone using your email and password. We would strongly suggest that you do not use your browser's password memory function as that would allow other people using the same computer access to your personal information.

Contacting Us

We are always pleased to hear from our customers and we appreciate any feedback that will help us to improve visionagi.co.uk to keep you returning to our site and recommending us to your friends and family.

You can always get in touch with us via e-mail visadmin@visionagi.co.uk

Or, write to us at:

Vision AGI Limited
Queens Business Park
Wilbraham Road
Fulbourn
Cambridge CB21 5GT

Or, by phone on 01223 792 244