



PRIVACY & COOKIE POLICY

AES Industrial Supplies Ltd understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of everyone who visits this website, www.1stopweldingshop.com (“Our Site”) and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of this Privacy Policy is deemed to occur upon your first use of Our Site and if you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately. You will also be required to read and accept this Privacy Policy when registering on our website or requesting an account.

1. Definitions and Interpretation

In this Policy the following terms shall have the following meanings:

“Account”	means an account required to access and/or use certain areas and features of Our Site;
“Cookie”	means a small text file placed on your computer or device by Our Site when you visit certain parts of Our Site and/or when you use certain features of Our Site. Details of the Cookies used by Our Site are set out in Part 14, below; and
“Cookie Law”	means the relevant parts of the Privacy and Electronic Communications (EC Directive) Regulations 2003;

2. **Information About Us**

Our Site is owned by AES Industrial Supplies Ltd (Company Number 07988136) and operated by Aspidistra Software Ltd (Company Number 3678831).

Registered address: Olympic House, Collett, Southmead Park, Didcot, OX11 7WB.

VAT number: 196 1800 50

3. **What Does This Policy Cover?**

This Privacy Policy applies only to your use of Our Site. Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

4. **What is Personal Data?**

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

5. **What Are My Rights?**

Under the GDPR, you have the following rights, which we will always work to uphold:

- a) The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 14.
- b) The right to access the personal data we hold about you. Part 12 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 14 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 14 to find out more.

- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 14.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

6. **What Data Do We Collect?**

Depending upon your use of our Site, we may collect some or all of the following personal and non-personal data (please also see Part 13 on our use of Cookies and similar technologies).

- Name
- Date of birth
- Gender
- Address
- Email address
- Telephone number
- Business name
- Job title
- Payment information
- Information about your preferences and interests

- IP address
- Web browser type and version
- Operating system
- A list of URLs starting with a referring site, your activity on Our Site, and the site you exit to

7. **How Do You Use My Personal Data?**

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Providing and managing your Account
- Providing and managing your access to Our Site
- Personalising and tailoring your experience on Our Site
- Supplying our products and services to you. Your personal details are required in order for us to enter into a contract with you
- Personalising and tailoring Our products and services for you
- Communicating with you. This may include responding to emails or calls from you
- Supplying you with information by email and/or post that you have opted-in to (you may unsubscribe or opt-out at any time by contacting us on the details given in Section 14)
- Analysing your use of Our Site and gathering feedback to enable us to continually improve Our Site and your user experience.

With your permission and/or where permitted by law, we may also use your personal data for marketing purposes, which may include contacting you by email, telephone and/or post with information, news, and offers on Our products and/or services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

8. **How Long Will You Keep My Personal Data?**

We will retain your information for the period of time that you have an open trade account with us, we will only remove your data when you close your trade account and inform us that you will no longer be using our services. If you do not have an account but use our

services, we will retain any information that we hold on you until you instruct us to remove it from our databases.

9. How and Where Do You Store or Transfer My Personal Data?

We will only store or transfer your personal data within the European Economic Area (the “EEA”). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.

10. Do You Share My Personal Data?

We entrust a small handful of third party companies to aid us in the day to day running of our business. Every third party that we outsource to has been thoroughly checked and meets all of the required standards. A list of the third parties that we outsource to, along with their privacy policies, can be obtained through contacting us on the details given in Section 14.

Please bear in mind we have numerous courier services that we utilise, although the only information that they will receive is information that can be gathered from the public domain.

11. Can I Withhold Information?

You may access certain areas of Our Site without providing any personal data at all. However, to use all features and functions available on Our Site you may be required to submit or allow for the collection of certain data.

You may restrict our use of Cookies. For more information, see Part 13.

12. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 14.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 4 weeks of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

13. How Do You Use Cookies?

Our Site may place and access certain first-party Cookies on your computer or device. First-party Cookies are those placed directly by us and are used only by us. We use Cookies to facilitate and improve your experience of Our Site and to provide and improve our products and services. We have carefully chosen these Cookies and have taken steps to ensure that your privacy and personal data is protected and respected at all times.

By using Our Site, you may also receive certain third-party Cookies on your computer or device. Third-party Cookies are those placed by websites, services, and/or parties other than us. For more details, please refer to the table below. These Cookies are not integral to the functioning of Our Site and your use and experience of Our Site will not be impaired by refusing consent to them.

All Cookies used by and on Our Site are used in accordance with current Cookie Law.

Before Cookies are placed on your computer or device, you will be shown a pop-up at the bottom of the webpage requesting your consent to set those Cookies. By giving your consent to the placing of Cookies you are enabling us to provide the best possible experience and service to you.

Certain features of Our Site depend on Cookies to function. Cookie Law deems these Cookies to be “strictly necessary”. These Cookies are shown in the table below. Your consent will not be sought to place these Cookies, but it is still important that you are aware of them. You may still block these Cookies by changing your internet browser’s settings as detailed below, but please be aware that Our Site may not work properly if you do so. We have taken great care to ensure that your privacy is not at risk by allowing them.

The following first-party Cookies may be placed on your computer or device:

Type	Cookie Name	Sample Contents	Created Upon	Expires	Purpose
1 st	ASP.NET_SessionID	40c01r452u3z2wnbfpvnky45	Entry to website	At end of session	Session ID
1 st	ShopfrontCartID	c2d88614-7e8f-4102-bb2e-a8ea00a254b2	Entry to website	30 days	Persistent cart ID
1 st	.ASPXAUTH	10D8B1695D60F2A8F85DBAEC98FA50560C2696B773E6B530BD534E739DF7EDDC71A9C8092FC150AED8A8BD3DEA7D9FA71FADF7112F8D2CB35C7E8430C8ABBA3D60BC98979B0CDF8CAA55C56DF67BFD9B8E9CBE920123E03D3F410C86B43767D8AAC7AD39D0CC09F0798101DEBBDE5D1D7D84AD3FEA1279C7B6591199C788ABB5D6B7C666D8B0CEFA98533F718A56D0DC35161FBFE043D6835BF419A0EB1354A6BA0BF95F	Login	At end of session or 30 days if "remember me" ticked	Authorised login
	priceDisplaySet	ExcVat/IncVat	Entry to website	7 days	Show prices including/excluding VAT

Our Site uses analytics services provided by Google. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how Our Site is used. This, in turn, enables us to improve Our Site and the products and/or services offered through it.

The analytics services used by Our Site uses Cookies to gather the required information. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable us to continually improve Our Site, making it a better and more useful experience for you.

If you wish, you can opt out of Google Analytics without affecting how you visit our site. For advice on opting across all websites you use, [visit this Google page](#).

The analytics services used by Our Site uses the following Cookies:

Google Analytics Cookies (Universal)

Type	Cookie Name	Sample Contents	Created Upon	Expires	Purpose
1 st	__ga	GA1.2.1838125154.1522245587	Entry to web site	2 years	Usage tracking
1 st	__gid	GA1.2.1306469431.1527151945	Entry to web site	1 day	Usage tracking
1 st	__gat	1	1 minute	At end of session	Usage tracking

Google Analytics Cookies (Classic)

Type	Cookie Name	Sample Contents	Created Upon	Expires	Purpose
1 st	__utma	85827417.1838125154.1522245587.1522245587.1527151756.2	Entry to web site	2 years	Usage tracking
1 st	__utmb	85827417.7.10.1527151756	Entry to web site	30 minutes	Usage tracking
1 st	__utmc	85827417	Entry to web site	At end of session	Usage tracking
1 st	__utmz	85827417.1522245587.1.1.utmcsr=(direct) utmccn=(direct) utmcmd=(none)	Entry to web site	6 months	Usage tracking
1 st	__utmt	1	Entry to web site	10 minutes	Usage tracking

The following third-party Cookies may be placed on your computer or device:

3rd Party Cookies

Type	Cookie Name	Sample Contents	Created Upon	Expires	Purpose
3 rd	__zlcmid	mZhMdtTF1Fuwfom	Entry to web site	1 day	Chat window ID

In addition to the controls that we provide, you can choose to enable or disable Cookies in your internet browser. Most internet browsers also enable you to choose whether you wish to disable all Cookies or only third-party Cookies. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser or the documentation that came with your device.

You can choose to delete Cookies on your computer or device at any time, however you may lose any information that enables you to access Our Site more quickly and efficiently including, but not limited to, login and personalisation settings.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings.

14. **How Do I Contact You?**

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: orders@aes-sales.com

Telephone number: (+44) 1235 510717

Postal Address: Olympic House, Collett, Southmead Park, Didcot, Oxfordshire, OX11 7WB.

15. **Changes to this Privacy Policy**

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.