

# About cookies

**Cookies are small files that remember what you enter when you visit a website.**

**At SMARTY, we use cookies to keep track of what products you've selected, and to remember you – so we can show you relevant stuff when you return to our site.**

Cookies can't harm your computer and we don't store personal information from them. However, we do use encrypted information gathered from cookies to help improve your online experience with us.

To order products on online you need to have cookies enabled on your web browser. Most have cookies enabled – visit our managing cookies section if you need any help. To disable cookies on your browser, take a look at [aboutcookies.org](http://aboutcookies.org) although you won't be able to enjoy all the features of our website

#### **Our Cookies Policy**

To make full use of [smarty.co.uk](http://smarty.co.uk), your computer will need to accept cookies, as we can only provide you with certain, personalised features of our website by using them.

Our cookies hold the 'key' that, once you're signed in, is associated with your information. This is also true of any cookies that we use in your online account. If you'd prefer to restrict, block or delete cookies from our or any other website, you can use your browser to do this.

Below is a list of the main cookies we use, and what we use them for.

| <b>Cookie Name</b>  | <b>What it does</b>   |
|---------------------|---|
| smarty_session      | These session cookies will be stored while you're browsing. They get deleted from your device when you close your browser   |
| intercom-id-xxxxxxx | These cookies help us to identify you so we can provide an optimised customer experience using our web chat and help centre capability.   |
| __utma              | This cookie is used by our Google analytics tracking software to store information about your visit to <a href="http://smarty.co.uk">smarty.co.uk</a> .   |
| __utmb              | This cookie is used by our Google analytics tracking software to store information about your visit to <a href="http://smarty.co.uk">smarty.co.uk</a> .   |
| __utmz              | This cookie tells us how you reached <a href="http://smarty.co.uk">smarty.co.uk</a> (e.g. via an ad, an email link etc.). It's used to calculate search engine traffic and the effectiveness of ad campaigns, as well as the journeys within <a href="http://smarty.co.uk">smarty.co.uk</a> . |
| bp_sid              | These session cookies will be stored while you're browsing. They get deleted from your device when you close your browser.  |
| bp_test             | This cookie tests whether the browser supports cookies  |
| bp_tid              | This cookie helps us to administer the SMARTY Refer-a-Friend promotion. It is a JSON object with the market id and tracking id. It helps us to identify the Existing Customer and manage his/her referrals to Friends.  |
| referral_tracking_  | This cookie helps us to administer the SMARTY Refer-a-Friend promotion. It is a JSON object with tracking information for the campaign. It helps us to track and administer a Reward to a Friend who has received a referral from an Existing Customer.                                       |

#### **Using 'share' tools on our website**

If you use any of our 'share' tools to share our content with friends via social networks, you may be sent cookies from these websites. We don't control the settings of these cookies, so it's worth checking the third-party websites for more information.

#### **Further information about cookies.**

To find out more about cookies in general and how to manage them, visit [aboutcookies.org](http://aboutcookies.org)

#### **Managing cookies**

If cookies aren't enabled on your computer you'll only be able to browse our products and services, you won't be able to buy them. In some cases, you may also need to enable cookies to access your online account login page and pay a bill.

#### **To enable cookies:**

First you'll need to know the type and version of the web browser you use to access the Internet. Here's how to find out:

**PCs** click on 'Help' at the top of your browser window and select the 'About' option

**Macs** with the browser window open, click on the Apple menu and select the 'About' option

Once you know the type of browser you've got you can check whether cookies are enabled by selecting your browser below and following the instructions:

#### **How to check cookies are enabled (PC users).**

##### **Google Chrome.**

Click on 'Tools' at the top of your browser window and select 'Options'.

Click the 'Under the Hood' tab, locate the 'Privacy' section, and select the 'Content settings' button.

Now select 'Allow local data to be set'.

**Microsoft Internet Explorer 6.0, 7.0, 8.0, 9.0.**

Click on 'Tools' at the top of your browser window and select 'Internet options', then click on the 'Privacy' tab. Ensure that your Privacy level is set to Medium or below, which will enable cookies in your browser. Settings above Medium will disable cookies.

**Mozilla Firefox.**

Click on 'Tools' at the top of your browser window and select 'Options'. Then select the Privacy icon. Click on 'Cookies', then select 'allow sites to set cookies'.

**Safari.**

Click on the Cog icon at the top of your browser window and select the 'Preferences' option. Click on 'Security', check the option that says 'Block third-party and advertising cookies'. Click 'Save'.

**How to check cookies are enabled (Mac users).****Microsoft Internet Explorer 5.0 on OSX.**

Click on 'Explorer' at the top of your browser window and select 'Preferences' options. Scroll down until you see 'Cookies' under Receiving Files. Select the 'Never Ask' option.

**Safari on OSX.**

Click on 'Safari' at the top of your browser window and select the 'Preferences' option. Click on 'Security' then 'Accept cookies'. Select the 'Only from site you navigate to'.

**Mozilla and Netscape on OSX.**

Click on 'Mozilla' or 'Netscape' at the top of your browser window and select the 'Preferences' option. Scroll down until you see cookies under 'Privacy & Security'. Select 'Enable cookies for the originating web site only'.

**Opera.**

Click on 'Menu' at the top of your browser window and select 'Settings'. Then select 'Preferences', select the 'Advanced' tab. Then select 'Accept cookies' option.

**All other browsers.**

Please check your online help files.

To disable cookies on your browser, please go to [aboutcookies.org](http://aboutcookies.org) (please note that we can't be responsible for the content of external websites and by disabling cookies you won't be able to enjoy all the features of [smarty.co.uk](http://smarty.co.uk)).