

Our Cookie Policy

This section is about what cookies are, how we use them and how you can manage them.

What are cookies?

Cookies are small files that are stored on your device when you visit a website. The cookies mean that the website will remember you and how you've used the site every time you come back.

If you want to know more about cookies, head to aboutcookies.org or allaboutcookies.org (please note: these links open a new window or browser tab).

How we use cookies

We use cookies to do a number of things. For example, remembering your preferences, recording what you've put in your shopping basket, or counting the number of people looking at a website. We also use them to keep track of what you've bought from us, what you've done on the site, and to make advertising more relevant to you.

Cookies have a unique alphanumeric identifier that sits on your browser. In many cases, we won't be able to link the information we collect by using a cookie back to you. They can, however, enable us to link that information back to you and your personal information, for instance, when you log in, or choose to register for a service, white paper or newsletter. For example, we may use web analytics to determine which ISP your IP address uses for browsing which can then be used to personalise the communications you receive from us (if you are opted into receiving personalised communications). For further information on how we use your information, please see our [Privacy Policy](#)

We have categorised our cookies into the following categories:

1. Essential – these are used to help make our website work efficiently.
2. Performance – these are used to analyse the way our website works and how we can improve it.
3. Functionality – these help to enhance your experience by doing things like remembering products you've added to your basket.
4. Targeting/advertising – these are used to share some information with third parties who we advertise with, so we know how you've reached our website and to be able to reconcile at an aggregate level with our affiliate partners. We can also use cookies to identify the parts of the website that you are interested in. We then use this information to show you adverts and pages we think may also be of interest to you, to tailor how we communicate with you, or to tailor the contents of the communications we send to you. If you prefer, you can manage your cookies on our website. Tailoring of content means it includes information reflecting the interest you've shown in the content of our web pages, or offers or promotions that we think may interest you, and to improve how we respond to your needs.

Sometimes, other companies will add a cookie on our website to show you adverts and pages which may be of interest to you. Details on these, and how to opt out if you prefer, can be found in the 'Third-party cookies' section of this cookies policy.

In addition to the cookies we use on our websites, we also use cookies and similar technologies in some emails and push notifications we send to mobile devices from our apps. These help us to



understand whether you have opened the email and how you have interacted with it. If you have enabled images, cookies may be set on your computer or mobile device. Cookies will also be set if you click on any link within the email.

We use a YouTube domain, youtube-nocookie.com, to embed certain videos on our website. This means that no cookies are deployed when loading a YouTube video from our website. However, when you play an embedded video, YouTube will place cookies that are required for the video to play.

We sometimes use persistent cookies as well as 'session-based' cookies. A 'persistent' cookie will remain for a period of time set for that cookie. A 'session-based' cookie is allocated only for the duration of your visit to our website and automatically expires when you close down your browser.

Cookies and you

To make a purchase online or sign up to services like MyDigi on Pay as you go, you must have cookies enabled on your internet browser. Some of the more popular browsers are:

- [Internet Explorer](#)
- [Firefox](#)
- [Safari](#)
- [Google Chrome](#)

If you choose not to enable cookies, you'll still be able to browse our website, but it will restrict some of the functionality of our website and what you can do.

First-party cookies

First-party cookies originate from the same domain as the website you're currently visiting (in this case, wavonet.com).

Third-party cookies

Third-party cookies originate from a domain that's different to the website being visited. For example, when you visit our website, we may link to another company's website – like our Facebook or Twitter account, or a video from our YouTube page. We don't control how they use their cookies, so we suggest you check their website to see how they're using them or block the cookies via our "cookie settings" button.

Controlling your cookies

You can control cookies in your browser, to enable or disable them. If you wish to restrict or block the cookies which are set by any website – including a "Wavonet" website – you can do this through the web browser settings for each web browser you use, on each device you use to access the internet. You can opt-out of each cookie category except essential cookies.

Information on controlling and deleting cookies, including on a wide variety of browsers, is also available at allaboutcookies.org

Under the heading 'Cookies and you', we've also provided a few links for some of the more popular browsers – but check your particular browser and device for correct and up-to-date information.



Some services – **MyWavo**, for example – may not function or may have more limited functionality if your web browser does not accept cookies. However, you can allow cookies from specific websites by making them 'trusted websites' in your web browser.

The Internet Advertising Bureau website – [Your Online Choices](#) – allows you to install opt-out cookies across different advertising networks.

If you do not wish to accept cookies from one of our emails, you can choose not to download any images or click on any links. You can also set your browser to restrict cookies or to reject them entirely. These settings will apply to all cookies whether included on websites or in emails. Sometimes, depending on your email or browser settings, cookies in an email may be automatically accepted (for example, when you've added an email address to your address book or safe senders list).

Need Support? Get in touch with us:

Phone: 0330 133 3399 free from any other UK mobile or landline

Email: support@wavonet.com

Post: 3 Brookside, Calcot, Reading, United Kingdom, RG31 7PJ

Website: www.wavonet.com/contact-us