

## Privacy Policy

Lumino Distribution Limited (Lumino) is committed to protecting your privacy and has taken steps to explain this in full below. We use the information we collect to enhance and improve your experience of using our website. We do not disclose your information to anyone outside of Lumino unless we receive your permission to do so. We explain here, for your reassurance, why we ask for information and how this information is likely to be used. You can then make informed choices about the information you provide on the Lumino website.

### 1. Where your information goes – and where it does not go

When you give us information, it may be analysed and used occasionally by Lumino. We will only disclose information to any other third parties if a) we have your express permission to do so where such information is personal, or b) it is in connection with the transfer of all or substantially all of Lumino assets or stock by way of merger, acquisition, reorganisation or otherwise, or c) it is in connection with our use of Cookies as explained in paragraph 4 below. The usage of this information is listed below.

### 2. Your personal information – what it's used for

a) To enable us to provide you with marketing and customer services: If you have requested information such as a catalogue we ask for your contact details, such as your e-mail or your address. We can then tell you about new products and services that we think will be of interest to you, or to sort out any queries you may have about using the website. We aim to keep our contact with you to an acceptable level. You will only ever receive information from Lumino unless you have given us your permission to pass on your details to external third parties.

b) To provide an improved service: There is more detailed information that we ask for and it is optional that you provide it. This information allows us to update and improve the contents of our sites.

c) To learn about what our customers want: In addition, the information we ask for helps us to understand more about the kinds of people who benefit most from using our websites. We think it's important to understand our customers well enough to keep improving our service for them.

d) To tell you about products and services we think you'll like: We also learn about our customers by tracking their movements around the sites. Individuals are not identified, but the results of customers' preferences and their use of the sites are analysed en masse. Certain groups of people may be sent further information about products and services, based on that analysis. You have a right not to receive this information; see more information in point 3 below.

e) Where we use other companies to assist in the processing of your order (e.g. packing and delivering of orders, processing credit/debit card transactions, fraud prevention) we may pass sufficient information to these companies to allow them to provide the service we have requested. The companies concerned are not permitted to use the information supplied for any other purpose.

### 3. If you do not wish to receive information from Lumino

When you register with Lumino either on our website or through a promotion or other option you are agreeing to receive information on the latest Lumino promotions and special offers, are happy to be contacted by Lumino for research purposes and are happy to be contacted by other reputable companies with related offers. We never disclose your information to anyone outside Lumino unless you give us permission to do so. If at any time you no longer wish to receive information from us, please email us at [info@lumino.co.uk](mailto:info@lumino.co.uk).

#### 4. Cookies

Lumino's websites may make use of cookies (cookies are small pieces of information that are sent from our website to the cookie file of the browser on your computers hard disc).

We use cookies for several reasons:

a) To allow you to carry information across pages of our website and avoid having to re-enter information when you return to the site. This will help simplify the logging on procedure for previously registered users.

b) To monitor our website traffic and analyse how our website works. This will allow us to make changes to the website in the future and make it easier to use.

You have the ability to accept or decline cookies by modifying the settings in your browser. The majority of browsers will allow the user to alter the settings used for cookies. The help menu on your browser will have further details. Please remember that turning cookies off will restrict your access to Lumino websites.

#### 5. Subject Access Notice

Under the Data Protection Act you are entitled to a copy of the information we hold about you. If you would like a copy of your information please write to the address below for an application form. Please note that there may be a charge of £10 for this service, as permitted under the Act.

#### 6. Accessibility

Lumino are committed to making our web information and services accessible to everyone, including those with disabilities or visual impairments. With this in mind we constantly strive to make our website as accessible as possible to our customers.

We intend to continue improving our accessibility, so if you have any difficulty accessing this site and require further help, or if you have any suggestions to help improve our accessibility, please contact us.

Lumino Distribution Limited  
Lumino House  
Lovet Road  
Harlow  
Essex  
CM19 5TB